



Accessibility Statement

This Statement is to enable prospective clientele, who may have a wide range of disabilities, to have a better understanding of the facilities at Beaulieu Inn & The Drift and how these can assist the client when looking to decide whether to stay with us. As a business, we have taken the necessary steps to become as accessible and inclusive to as many visitors as is reasonably possible.

Beaulieu Inn & The Drift is privately owned and run by New Forest Hotels Plc (T/A New Forest Collection) and this statement complies with the access requirements of our local disability legislation. Whilst the physical limitations of the existing building may impose some constraints on what the site is able to do, we fully intend to comply with current regulations and good practice.

Here at Beaulieu Inn we have 35 en-suite bedrooms, our rooms are divided into 3 separate buildings over 3 floors; ground, first and second with a few accessible by the lift (room types and layouts detailed below). Our public rooms consist of 2 bars, lounge space, pub bar & restaurant, all on ground floor (pub in a separate building) and all accessible by wheelchair. We have 3 function rooms – Ipley and Exbury leading onto our grounds/garden and our Applemore room, which forms part of our function bar, again on ground level. Our indoor swimming pool area is again on ground level and accessible by wheelchair.

Pre Arrival

- We request that, when making an enquiry or booking, customers inform us of any special needs or disabilities that they may have in order for us to meet any personal requirements. You can contact us by telephone, live chat, email or post
- The hotel uses our website to describe our services and terms
- Beaulieu Inn & The Drift are situated in the New Forest National Park, Hampshire in-between the villages of Lyndhurst and Beaulieu
- The hotel is mainly accessed by car. The site has the 'Beaulieu Road Train Station' situated next door. Arrival to the train station is wheelchair friendly, however leaving the station requires walking over a bridge and down a set of stairs, and therefore we would recommend Brockenhurst Train station for any departures (6.3 miles away). If you arrive by train to get to the Inn you would walk over a gravel car park and onto the main road for a short walk. The Inn has a kissing gate to enter and a main gate to the front entrance. Taxis are available and reception will be happy to assist, however with the remote location can be difficult to source late at night. The closest bus stop is 'Queens Road' bus stop in Lyndhurst and is 3.4 miles from the hotel and provided by Blue Star. In the summer season a bus stop can be located outside the Inn
- The nearest pharmacy is A.R Pharmacy Lyndhurst, 3.3 miles from the property, the closest GP surgery is also in Lyndhurst (3.3 miles) and A&E is situation in Southampton (16.2 miles)

Arrival & Car Parking Facilities

- Entrance to the hotel requires you to cross over a cattle grid with a gravel carpark at the side and rear of the property allowing for up to 50 parking spaces, 2 of which are disabled parking (with paved access to the side entrance)
- The car park is lit both at the side and rear of the building by outdoor lighting attached to the building. It has CCTV cameras, however does not cover all parking bays
- The carpark at the rear of the property allows direct access to the gardens and The Drift pub & restaurant
- The Drift pub & restaurant also has car parking space for 10 cars. This is access by a cattle grid and the bays are gravel leading onto paving

Main Entrance & Reception

- The front entrance has gravel leading up to the door. It has a porch door leading into another front push door before entering the reception area. It has a small raised threshold which someone pushing a wheelchair can go over, however larger wheelchair users would require using the second entrance (used for all customers who park in our main carpark)
- The second entrance is at the side of the property joined to the Inn's carpark. This is gravel and leads onto paved entrance with a wide door leading to reception
- The floor is level with carpet and a rubber surrounded welcome mat
- The reception desk is approx. 1.25m high. Chairs are in reception should you require to sit down whilst completing check in/out
- Reception leads to all our public areas and functions rooms, which are all on ground level without steps (except the Exbury which only has steps leading into the room). Our Drift pub & restaurant, which is the Inn's dining option from breakfast, lunch and dinner is situated in another building directly opposite and on ground level

Public Areas & Gardens

- Our corridors are well lit and carpeted with motion sensors in some locations
- We have a lift with access to 17 of our rooms in the main hotel
- We have WC facilities on ground floor in the main Inn and also in the Drift. Both areas also have disabled/ baby changing toilet on ground floor
- The fire alarm is sonic and has flashing lights at some detection points. Assistance will be given if evacuation is necessary
- We have 2 gardens and a children's play area. The garden leading from our function rooms has a flat level path straight onto a patio area leading onto grass/lawn. We have rattan low level sofas and moveable iron tables and chairs with no arms in this area, some with parasols
- The garden adjoin our pub & restaurant is laid to lawn with a gravel pathway. Seating consists of static tables and benches, some with parasols. Unfortunately these are not accessible friendly. This is accessed via a door at the back of our pub & restaurant which has a raised threshold leading onto a gravel path or by the rear gravel carpark, which has a pathway leading directly to the garden
- Our children's play area has lawn and rubber safety flooring. It has one large apparatus with a slide, monkey bars etc. This play area is accessed by going through the Drift garden

Bar & Lounge

- We have 2 locations on site which offer refreshments and relaxation. Our Inn bar & lounge and the Drift pub & restaurant (detailed further down)
- In the main Inn you have the Taylors Bar to the right of reception, wooden flooring on flat level which has fixed and moveable seating on ground level. A mixture of sofas and arm chairs are located in our lounge area also situated around reception. All our chairs are without arms, however the team can easily provide an arm chair if needed
- We serve our afternoon teas in our Taylors Bar and lounge area and we provide background music in these areas

The Drift Bar & Restaurant

- Located in a separate building all dining is served in our Drift pub & restaurant. To gain access to this building you can enter through 2 entrances. One at the front and one at the rear of the property. If you are staying in the main inn you would walk out the front door at reception (2 doors with a raised step) onto a gravel path which leads onto a paved pathway straight to the door, which again has a small raised step. If you are in a wheelchair it's advisable to use the rear entrance which has a paved pathway leading to the rear. It has a small section which has gravel but a flat doorway to gain access
- If you are staying in the 'Garden Wing' this is situated between the Drift and their pub garden. This has a gravel pathway leading to the rear door of the pub
- If you are staying in the annex rooms this is situated in the Drift carpark at the front of the property. You would need to exit your room down the main external stairs onto the gravel path into the front door. These rooms are not accessible friendly
- The Drift has 2 sets of WC facilities. One at the restaurant end of the property, which has 2 steps halfway down the dining area. The other is by the rear door next to the bar which has a standard toilet and disabled/baby changing toilet. This is all on ground level
- Our dining room offers buffet breakfast with waiter service for Full English as well as waiter service for lunch and dinner. Options are also available to order at the bar
- Our bar has 2 sides and is approx. 1.25m in height. Should you require table service our team are more than happy to assist
- Food is served in our pub garden, however all drinks and meals are ordered at the bar
- The pub floor is tiled throughout and some areas have moveable furniture
- The pub plays background music throughout

Swimming Pool

- Our leisure pool is 4m x 8m in size. The shallowest point is 0.6m and the deepest is 1.6m with an average temperature of 30c. It has 3 steps (width of the pool) leading into the pool at the shallow end. There are no rails to assist
- The pool is located on ground floor level and is not supervised by a lifeguard, however we have trained emergency responders on duty
- We have changing facilities for all customers to use with towels available

Function Rooms

- We have 3 functions room, 2 of which can be made into one larger function space with access to the gardens. They are all on ground level and accessible by wheelchair

- The Ipley and Exbury room has hard floors, moveable furniture, curtains and appropriate lighting. The Applemore room has carpet and is also used as our bar for functions
- Please note the Ipley room can only be accessed by wheelchair using the rear of the property or through the Exbury room if not in use

Bedrooms

- All rooms have en-suite bathrooms. Some may have a bath with overhead shower some just a walk in shower. All rooms with a walk in shower (except the accessible room) are situated on the first floor and accessible by lift
- Our rooms are situated in 3 locations. In the main Inn, an external building called the Garden Wing or above our pub in the Annex (another separate building)
- We have 21 rooms in the main Inn. 1 is an accessible room with a wet room consisting of a bath, walk in shower with a chair and grab rails in the shower and by the toilet. This room has a divan bed and therefore not suitable for hoists, however can twin
- 17 rooms are on the first floor with 10 of these accessible by lift. The other 3 are on the second floor and require you to walk up 2 flights of stairs and along a corridor
- 10 rooms are located in the 'Garden Wing'; 5 being on ground floor and 5 on the first floor, only accessible by stairs. All of these rooms have en-suite bath with an overhead shower. To gain access to these you would require to walk on both gravel and patio pathways (no steps)
- The last 4 rooms are above our pub. These rooms are not accessible friendly due to the need to walk up and down external stairs, across the gravel pathway
- All rooms have telephones with access to reception and also to make external calls in an emergency

Night Security

- We keep a record of all guests notified with particular disabilities, in the event of any emergency or evacuation. These guests are offered a hanging door sign to signal emergency assistance. A Personal Emergency Evacuation Plan will be filled in at check-in for any guests with a notified disability
- Night Porters/staff hold details on guests with hearing difficulties, sight difficulties and movement restrictions, in order that they may provide assistance in the event of an emergency
- Guests are encouraged to ring down to Reception for assistance at any time, when we shall respond straight away

General

All information such as menus and bedroom information can be printed in larger fonts on request. Service dogs are accepted at the hotel by prior arrangement.

Should you wish to hire any mobility aids 'New Forest Mobility Services' www.newforestmobilityservices.com/hire-services are a local company that can assist. The hotel will be happy to accept delivery of these prior to your stay.

We have tried to be accurate and comprehensive in the preparation of this Access Statement and would welcome your feedback in order to maintain the quality and accuracy of the information we provide. Should you have any further questions or need more information about our provision, please call us, prior to booking, on 0800 44 44 41 or contact us by email at reservations@newforesthoteles.co.uk. The team will be pleased to assist, in any way possible.