

The purpose of this accessibility guide is to help you make an informed decision as to whether Saunton Sands Hotel will be suitable for you and your family, friends and colleagues. We are committed to improving accessibility for all guests and visitors whatever your requirements so that you can enjoy your stay with us. All of us at Saunton are dedicated to creating wonderful #sauntonmoments for our guests so we hope that you find this information useful and beneficial.

However, we are aware that everyone's needs are different, so if you have any questions or if there is anything not covered in the information that follows, please do not hesitate to get in touch and we will be happy to assist you. And of course, our friendly and experienced team will be on hand to assist you at any point during your stay with us.

Pre Arrival

For assistance prior to arrival please contact the reservations team on **01271 890212**

Reservations are open between 10am - 6pm every day

We have a comprehensive website - sauntonsands.co.uk

Our sample menus are available in a larger font on request

You can contact the hotel by phone, email or in person. Please email enquiries to reservations@sauntonsands.com.

We can supply local taxi telephone numbers and there is a company in Braunton that has taxis suitable for less able people if required. We are happy to make a booking for you.

There is a shop mobility scheme operating in Braunton (approx. 3 miles from the hotel).

At a Glance

The hotel is arranged over four floors and there is lift access to the three main floors.

There is lift access to our restaurant and main lounge, which are both on one level.

We have three apartments on the ground floor; "Surf" apartment (with two twin beds and one double bed) has an accessible bathroom.

There are disabled toilet facilities both in reception and in the spa.

We have a biomass wood chip heating system with a natural gas boiler as backup if required.

All public rooms have plenty of natural light.

All bedrooms and corridors are well lit with contrasting flooring and walls.

The hotel does not allow pets unless they are assistance dogs. Assistance dogs must be registered.

There is free wifi available throughout the hotel

There is good mobile reception throughout the hotel and every bedroom has a telephone.

The fire alarms are tested weekly. You will be made aware when they are if it is planned during your stay.

Getting Here - Directions to the Hotel

From the M5 take junction 27 (A361 North Devon Link Road).

Follow this road for 37 miles until you reach Barnstaple.

From Barnstaple follow the signs for Braunton.

Upon reaching Braunton, turn left at the traffic lights and follow the road to Saunton.

You will pass the golf club on your left, then the entrance to the beach also on your left.

Continue 100 yards until you reach the hotel entrance, again on the left.

Our postcode is EX33 1LQ.

Should you require a taxi from the Barnstaple Railway or Bus Station (30 minutes drive), we use a reliable company and would be able to book them on your behalf.

What 3 words - Every 3 metre square of the world has been given a unique combination of three words. To find us at Saunton Sands Hotel, please search "disprove.apple.drags." on your 'what 3 words' app and it will bring you straight.

Arrival

There is a drop-off point, on a slight incline, at the main entrance to the hotel.

There are two designated disabled parking spaces in the car park at the front of the hotel. These spaces are available to those with a blue disability badge. If the spaces aren't available when you arrive, we can arrange to park your car for you.

Entrance to the front of the hotel is via steps or a ramp. The entry threshold height 350mm.

Porters are always available to assist you and, if you wish, your luggage can be collected from your car and delivered directly to your room. A porter can also help you upon departure.

The main car park is 75 metres from the hotel entrance and there is a steep incline.

When you arrive at the hotel, you will need to enter your car registration number into the system.

Getting Around and Inside the Hotel

Overview

There are telephones in all rooms and 24 hour room service is available.

The bedrooms, which are situated on four floors, can be accessed by a lift or stairs

All public areas are accessible via a lift - with the ground floor, 2nd floor and 3rd-floor bedroom also serviced by this lift.

Reception Area [Guest Relations]

The flooring is tiled.

The width of the doorway is 1500mm.

The height of the reception desk is 950mm. There is seating available with a selection of sofas, armchair and tall back seats present.

The lighting is LED downlighting which is dimmable if required.

Wall sockets are located throughout the Guest Relations lounge.

Hearing loops are currently unavailable.

Public Areas

All corridors are well lit and carpeted.

The restaurant and main lounge are on one level, on the lower ground floor, accessible from the main entrance by steep stairs or the lift.

On the lower ground floor and bar area, some of the floors are tiled and some are carpet.

Any doors in these areas are on auto closures - how do they open (twist/lever handles)

The width of all doorways is 1550mm.

Dining

The restaurant floor is mainly carpeted with some areas that are tiled.

There is ample movable seating and there are chairs with or without arms available.

There is background music in most areas. This can be adjusted if requested.

Service is a mixture of full buffet and table service. Full waiter service is provided if required.

Restaurant tables are laid with white table linen.

There is a mixture of natural and artificial light in all areas.

Is there an option to be seated separately from main restaurant

Menus are typed clearly and can be supplied in larger text.

Staff are happy to read and explain menus.

All types of allergies and dietary requirements are catered for.

Lounge & Terrace

Access to the sea-facing terrace is via the lounge area which has a slightly raised edge on the doorways.

The patio itself is a flat paved surface with some movable seating.

Table service is available as standard.

There is light background music playing daily in all public areas including the Terrace Lounge.

Various seating is available including sofas, bank seating and armchairs.

There is a selection of board games available for guests to use.

Menus are typed clearly and can be supplied in larger text.

Staff are happy to read and explain menus.

All types of allergies and dietary requirements are catered for.

Leisure Facilities

The hotel spa is located on the entrance level.

All treatment rooms and rooftop relaxation areas are serviced by a lift.

The Thermal Suite is located on the ground floor. The sauna and steam room are accessible at floor level.

The vitality pool is accessible up 4 steps with a full handrail and 3 steps down with a handle into the pool.

The indoor heated pool suite is on the ground floor and is accessed by steps and a lift.

Entry into the indoor pool is by 5 built in steps at one end with a hand rail the full length of these steps.

It has non-slip tiles.

Measurements of the indoor pool is 15metres x 7metres (1m shallow to 1.5metres)

Measurements of the outdoor pool are 18metres x 8.5metres (6.7metres in some places). It is between 1 - 1.1 metres deep. There is also a baby pool.

There is no lifeguard on duty.

Seating is available by the indoor pool.

Sun loungers are available by the outdoor pool.

Lifesaving equipment is available by both the indoor and outdoor pools.

The outdoor pool is accessed by 7 steps. The steps into the pool are 220mm high. We can provide a ramp if needed.

The hotel spa is located on the entrance level.

All treatment rooms and rooftop relaxation areas are serviced by a lift.

The Thermal Suite is located on the ground floor. Sauna and Steam room accessible at floor level. The vitality pool is accessible up 4 steps with a full hand rail and 3 steps down with a handle into the pool. Is there an age limit for the thermal suite?

The Thermal Suite and spa can be accessed via a card reader.

There is seating available throughout the spa including in the Thermal Suite.

Our gym facilities are suitable for those less abled. More information on the gym equipment is available on our website.

In the spa area, there are accessible lockers in the disabled toilet & shower room. These are both at eye level and lower.

There is a swimsuit dryer available in the spa.

Stairs & Lifts

There are 19 steps per floor. Each step is 15.24cm high and 30.5cm deep. The hand rail is on the left-hand side.

Both lifts have automatic doors and carpeted floors and can comfortably accommodate a wheelchair and one escort. The floor space is 1.4metres x 93.cm. The doors are 97cm wide.

Bedrooms

The bedrooms, which are situated on three floors, can be accessed by a lift or stairs.

Notes are made on resident's bookings alerting them of the need for assistance during an emergency.

A Deaf Guard fire alarm listening device is available at Guest Relations

The bedrooms have short pile carpets.

All rooms have bedside lights - extra lighting is available on request.

The majority of bedding is 'non feather'. Please advise us prior to your stay of any allergies.

All rooms are 'non-smoking'.

24 Hour room service is available.

There is a telephone available in all bedrooms.

All bedrooms have an ensuite.

Plugs are available on both sides of the bed in all Double / King Size rooms.

Our single beds are 3 feet, double beds are 5 feet and super king beds are 6 feet.

The amount of space around the bed varies depending on the room type reserved. Our Reservations team can discuss this with you when booking.

The majority of beds can be split into twin beds. However, this is not possible in Cosy Rooms.

Nonallergic bedding is available.

All rooms have either curtains or blinds.

All rooms have a full-length mirror and also a dressing table mirror.

All rooms have wardrobes of various sizes. This can be discussed with you when booking.

Bathrooms and Shower Rooms

There are two disabled toilets, one in reception, opposite the main lift, on the ground floor and the second in Source Spa.

Ladies' toilets are available on the lower ground floor, close to the restaurant and lounge. The gentleman's toilet is on the ground floor.

Accessible shower room facilities are available in a selection of hotel bedrooms. We also have additional disabled facilities within the Source Spa which include a toilet and shower.

Baby changing facilities are located near The Gallery toilets, which is clearly signed 'baby changing'.

The Disabled Toilet is 2.2metres X 1.5metres. The emergency help lever in all disabled toilets is 1metre off the floor.

Equipment Available

Please reserve the following equipment when you make your booking. If you require anything that is not listed below, please contact us and we will do our utmost to arrange the hire on your behalf.

Wheelchair

Bath seat

Cot

High Chair

Some bedrooms have minibars, suitable for the storage of medication and the hotel will endeavour to allocate these on requests of this facility.

Fire Alarm

The fire alarm is a continuous sounder and does not have flashing lights.

Deafguards linked to the fire alarm system are available on request for those guests with impaired hearing.

Fire action notices are available in each room. Please ensure that you make yourself familiar with these for your own safety.

A Personal Emergency Evacuation Plan can be agreed upon arrival with guests.

Getting Around Outside

You can access the beach via a path located at the back of the hotel. This is not suitable for wheelchairs or pushchairs.

The majority of the outside is patioed with the main front terrace grassed.

There is a selection of loungers around the pool and on the grassed terrace. There are also high-backed chairs with arms and square tables throughout the patioed terrace with sun shades available.

Outdoor Facilities

The tennis courts are accessible from the putting green via a slight camber.

The enclosed children's play area at the far end of the grounds has a grass surface and is inspected daily by our maintenance team.

This is not suitable for toddlers and must be supervised by parents/guardians at all times.

Fully enclosed with a gated entrance.

The outdoor pool measures 18metres x 8.5metres (6.7metres in some places). It is between 1 - 1.1 metres deep. There is also a baby pool. The outdoor pool is accessed by 7 steps. The steps into the pool are 220mm high. We can provide a ramp if needed.

Self Catering Apartments

We have three apartments on the ground floor; "Surf" apartment (with two twin beds and one double bed) has an accessible bathroom.

Please discuss upon booking any accessibility requirements as each apartment varies in decor, size & sleeping arrangements. Floor plans are available on our website.

Customer Care Support

There is a hearing loop available in the Terrace Lounge.

Travel cots and high chairs are available.

Mobility scooters and powered wheelchairs can be charged in the Guests Relations lounge.

Welcome information is available on the TV's in the rooms. We can organise this to be in a different format (i.e. printed) if required.

Website Commitment

This website (sauntonsands.co.uk) is run by Percy R Brend & Sons (Hoteliers) Ltd. We aim to provide a website that is accessible to a wide audience, regardless of technology or ability.

Reporting Accessibility Problems with this Website

We are always looking to improve the accessibility of this website and welcome any suggestions users might have to help us do so. If you feel that we are not meeting your accessibility requirements, please contact sales@brendhotels.com.

Feedback

We have tried to be as accurate and detailed as possible in our Accessibility Guide but we are always willing to give further information on any aspect of the hotel. If you feel you have a particular query we have not covered then please do not hesitate to contact us.

We are always looking to improve our service to our guests, so please let us know if you have any comments about this guide. We would welcome any suggestions you may have that would make your stay with us more comfortable and enjoyable.