

# **Access Statement The Mitre**

## **Introduction**

It is our aim to ensure all our guests have comfortable facilities, all requests are dealt with efficiently and all guests are made to feel welcome throughout their stay. We are committed to providing accessibility for all our guests and would welcome all constructive comments.

The Mitre welcomes people with disabilities and has developed this Access Statement to address some of the more common issues that disabled people face. This access statement is intended to provide additional information for all guests who wish to stay in our guest accommodation or use our bar, Function Room or Brasserie. Recognition has been given to include guests with an impairment, which could include: Mobility, Sight, Hearing, Learning Disabilities or any other hidden impairment.

The Mitre aims to ensure all employees, guests and others who use, or assist in, the provision of our services – whether they have a mobility difficulty, a visual impairment, are deaf or hard of hearing, are deaf blind, have a speech impairment or difficulty, have a learning difficulty or mental health disability, use a wheelchair, cane, walking frame or crutches, or have any other disability – are treated equally and according to their needs. We request that anyone wishing to make an enquiry or booking inform us of any special needs or disabilities that they may have in order for us to meet any personal requirements. All staff are fully trained to assist disabled guests with empathy.

It is possible with prior notice to park a vehicle within 10 metres or less from the main entrance. Please advise if you need a parking space close to the main entrance when making a reservation, we will then endeavour to reserve a space for you. There is ground floor access for wheelchair users through the main entrance and also on the lower level to the Brasserie by taking the slope to the left of the entrance. However, there is no access to bedrooms for wheelchair users.

## **Our Commitment to Accessibility**

We constantly endeavour to improve accessibility to all our guests and any comments you have would be most welcome. Please pass on your comments to any of our staff or contact our manager directly. If you require any further information relating to the accessibility of the Mitre, please do not hesitate to contact us on 01423 868948, e-mail: [office@themitreinn.co.uk](mailto:office@themitreinn.co.uk) or in person and we will do our best to answer your queries

### **Pre-Arrival**

- We are located on the street leading to Knaresborough Railway Station. The parking is by disc parking – the nearest spaces are approximately 80 metres away. The parking closest to the Mitre is reserved for Railway users and is rigorously controlled by the Railway staff and they will ticket people parking without authority – i.e. who are not railway users.
- The nearest shops are approximately 400 metres away.
- The nearest bus stop is about 300 metres away. Bus services to Harrogate are very frequent. There is also a bus station in Knaresborough Town Centre approx 500 metres away (uphill). The bus station offers services to Ripon, Wetherby, Boroughbridge and York.
- The nearest railway station is Knaresborough which is right opposite the entrance to the Mitre.
- There are several local taxi companies; we can make bookings in advance for you. Some taxi companies also offer vehicles for guests with special needs.
- We are unable to accommodate dogs in our bedrooms with the exception of guide dogs. All well behaved dogs are, however, welcome in our bar area.
- Menus and other printed matter can be provided in large print if required, upon receipt of advance notice. We regret we do not have facilities to prepare documents in Braille.
- Our website [www.themitreinn.co.uk](http://www.themitreinn.co.uk) provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, e-mail or fax. Please see the “Contact information” section of this document for full details.

## **Other Information**

- In the event of evacuation the alarm siren will ring continuously. If you require assistance for evacuation please notify us on arrival.
- Everywhere is well lit and there is emergency lighting and signage throughout. There is also fire protection and signage throughout the Mitre.
- In the Bar and the Brasserie there is ample moveable seating and there are chairs with or without arms.
- Background music is in the bar area.
- There are approx 12 steps down to the Brasserie where breakfast is served although other meals can be taken in the main bar and function room areas. By prior arrangement, breakfast can be served in your bedroom.
- There is level access to the gents toilets on the Bar level and also to the Gents Toilet in the Brasserie area. There is also disabled toilet provision on the Bar level and in the Brasserie.
- All our staff are able and willing to read the menu out to those who require it.
- We always have a tasty selection of meat, fish & vegetarian dishes & special diets can be catered for by request; please let us know at the time of your reservation.
- Our staff are available to assist guests with luggage
- Table service is available in the Brasserie and whilst orders are taken at the bar there is table service thereafter in the Bar.

## **Main Entrance**

There is no step over the threshold into the pub, but it is followed by a porch door immediately after this opening outwards. There are doors to the left and right opening inwards to gain entry to the Bar or to the Function room.

The entrance to the Brasserie is down a set of stairs inside the Mitre with a door at either end. Alternatively access is gained outside the building by 2 flights of steps or a slope to the left of the main entrance. There are 2 sets of doors into the Brasserie from outside.

The Mitre is occupied 24 hours a day, however the front door is usually locked from approx 11.00pm until 12 noon. During this time, if guests require access, the key to guest bedrooms also opens the front door.

The Bar counter height is approximately 1200cm, however our staff are prepared to give table service or come to you if necessary.

### **Public Areas - General (Internal)**

The main bar area is on 2 levels with 2 steps in between.

There are stairs up to the first floor guest rooms with a handrail.

There are stairs down to the Brasserie with a handrail.

### **Public Areas – WC**

The ladies toilet in the bar has 2 cubicles and is at the higher level area of the bar.

The gents toilet has two urinals and two cubicles and is on the lower level of the bar, there are no aids to assist mobility in the toilets.

There is a specially equipped disabled toilet facility on the lower level of the bar which also includes baby change facilities.

**Brasserie** There are approx 12 steps down to the Brasserie. Once in the Brasserie chairs may be moved or tables relocated to give access, egress may be made by using the external doors which open onto the terrace and by using the upward slope access can be gained to the main bar if preferred. The menus are written in clear large type. If you require the menu to be read to you, our staff will happily help you.

### **Outdoor Facilities**

The seating area front and on the terrace outside the Brasserie is accessible to all, by using the road or by using the slope down to the Terrace.

### **Bedrooms**

- All bedrooms are on the first floor and are carpeted throughout.
- There are en suite facilities in all 4 rooms consisting of a shower/Bath, WC and wash basin. Bathrooms are tiled.
- All bathrooms have single-hand mixer taps.
- The hot water supply is thermostat-controlled and supported by a state-of-the-art pressurisation system. A consistently strong and warm water jet is therefore ensured in the shower.

- Tea and coffee facilities are provided.
- We also provide a hair dryer, high-class toiletries, sewing materials, an alarm clock/CD player.
- Our beds are normally made with duvets. All pillows are synthetic.
- We are happy to provide sheets and blankets if preferred. Please specify before your arrival if required.
- There is a plenty of wardrobe space, and a work area with a desk in each room.
- There is a folder in each bedroom which contains further information about the Mitre and details of emergency contacts including doctors and hospitals.
- All rooms have digital TVs with a number of English-speaking and foreign language channels details of which are in the information folder in each room. Remote controls are always available in the rooms. All text services etc. offered by the various channels are available. The televisions are not connected to phone lines, however.
- The bedrooms are not connected to a telephone system. There is a payphone in the ground floor lobby.
- Details of sizes of rooms, including a floor plan with indication of bed sizes etc. are available on our website.
- The rooms are well lit by a number of light sources.
- All rooms offer a free wireless broadband signal for your laptop.

### **Bathrooms & WC [Ensuite]**

All rooms have either an en-suite shower in the bathroom or a bath in the bathroom. Access is level from each bedroom; there are no adaptations to aid use of the washing facilities (shower/bath).

### **Additional information**

- There is a fire extinguisher in the entrance hall and another at the top of the guest stairs. There are additional fire extinguishers around the building.
- In the event of a fire a siren will sound. Please advise us if you have a hearing impairment and might not hear this.
- The building can be evacuated via the front door. In an emergency there is also an exit via a fire escape stairway adjacent to the laundry room

on the first floor. Please gather by the front of Knaresborough Station so that we can ensure that nobody is left inside the building in the event of a fire.

- We do not permit smoking in the bedrooms or anywhere on the premises.
- We are happy to refrigerate any medication. We can also keep any perishables in our fridge for a limited period.
- Mobile phone reception is possible throughout the house and area for most networks.

### **Contact Information**

Address: The Mitre, 4 Station Road, Knaresborough, N Yorkshire, HG5 9AA

Telephone: 01423 868948

Email: [office@themitreinn.co.uk](mailto:office@themitreinn.co.uk)

Website: <http://www.themitreinn.co.uk>

Hours of operation: Midday to 11pm

Emergency number: 999

Local public transport numbers: Buses – 01423 566061

Local accessible taxi numbers: Blueline – 01423 530850

Mainline – 01423 555555

Yellow Line – 01423 508000

Taxi Co-op - 01423 303030

White Rose - 01423 866063

**If you require further details or have any comments about the services we provide do not hesitate to contact us 01423 868948 or [office@themitreinn.co.uk](mailto:office@themitreinn.co.uk)**