



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 Forest Lodge 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.

Forest Lodge 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 Hotel is able to do, we fully intend to comply with current regulations and good practice.

Here at Forest Lodge we have 36 en-suite bedrooms, our rooms are divided over 2 floors, ground and first. Unfortunately we do not have a lift (room types and layouts detailed below). Our public rooms consist of a bar, 2 separate lounges and the dining room, all on ground floor and accessible by wheelchair, except for one of our lounges. We have 1 function room – Forest Room which is on the ground floor and leads onto our small courtyard. Our indoor swimming pool area is again on ground level unfortunately isn't easily accessible, however is possible with assistance from a member of the team.

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
- Forest Lodge is situated in the New Forest National Park, Hampshire in the popular village of Lyndhurst
- The hotel is mainly accessed by car. Public transport is minimal with the closest train station (Brockenhurst) being 4.4 miles away. Taxis are available and reception will be happy to assist, however with the remote location can be difficult to source late at night. A bus stop is 130yd from the hotel and provided by Blue Star
- The nearest pharmacy is 0.3 miles from the property, the closest GP surgery is in Lyndhurst (0.3 miles) and A&E is situated in Southampton (13 miles)

Arrival & Car Parking Facilities

- Entrance to the hotel requires you enter our short tarmac driveway leading to our tarmac car park with labelled parking at the front and side of the property allowing for up to 40 parking spaces, 2 of which are disabled parking (with paved access to the front entrance)
- The car park is lit both at the front and side of the building by outdoor lighting attached to the building. It has CCTV cameras, however does not cover all parking bays

Main Entrance & Reception

- The front entrance has two ways to gain access. One using the ramp designed for wheelchair users and the second using the stairs. All paved
- This leads to a double door with a flat level entrance usable for wheelchairs and any other large equipment
- The floor is level with wood effect flooring and a rubber surrounded welcome mat
- The reception desk is past the front entrance on the right hand side and has two heights approx. 1.0m and 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 function room, which are on ground level without steps with the exception of one lounge

Public Areas & Courtyard

- Our corridors are well lit and carpeted with motion sensors in some locations
- We have WC facilities on ground floor along with a disabled/baby changing toilet
- The fire alarm is sonic/bell with detection points. Assistance will be given if evacuation is necessary
- The hotel has a small courtyard and an outdoor area with decking for guests to seat, relax and even dine. The courtyard is accessed through our function room all on flat level, however has a step threshold followed by a ramp down into the courtyard. The team have a moveable ramp should access be required. The courtyard is half grass and half patio with rattan moveable furniture and high back arm chairs, some with parasols
- The decking area has wooden flooring with wooden moveable furniture and chairs, both with and without arms. Some also have parasols. To gain access to this area you can walk up external steps next to the disabled parking bays or enter the hotel through the main entrance towards the bar and out a double door with a small raised threshold

Dining Room & Lounges

- Our dining room is on ground level at the front of the property. All our chairs are a mixture of chairs with and without arms. All table and chairs are moveable.
- We provided background music in our dining room, lounges and bar area
- Our dining room offers buffet breakfast with waiter service for Full English as well as waiter service in all areas for lunch, afternoon tea and dinner
- We have 2 lounges, 1 of which is on flat level with carpet flooring and moveable furniture, consisting of sofas and arm chairs with tables. Our 2nd lounge is in the basement at the front of reception and can only be accessed by stairs. This lounge has tiled flooring with moveable sofas, tables and chairs with arms.
- Our bar is small with minimal seating and high rise stools, bar/waiter service can be offered in our lounge areas if required

Swimming Pool

- Our pool is 11m x 6m in size. The shallowest point is 0.8m and the deepest is 1.6m with an average temperature of 28c. It has steps and a rail leading into the pool at the shallow end
- The pool although is located on ground floor level is accessed by stairs on the first floor. You need to use the main stairs, go along a corridor and down another set of stairs. For wheelchair access or anyone with restricted mobility can be escorted by a member of the team through our function room, which has a small raised threshold leading onto a paved outdoor pathway into the pool area

- Our pool 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

- Our function room is on ground floor and has wood effect flooring, moveable furniture, curtains and appropriate lighting
- The function room has access to our courtyard

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 will require using the stairs.
- 10 rooms are on the ground floor, 1 is an accessible room, standard size, with a walk-in shower (with a slight lip), 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. 4 of these rooms require you to walk up 3 steps to gain access to the bedroom. All these rooms except the accessible have bath with overhead shower and some rooms can be twinned.
- 26 rooms are on the first floor. Our hotel is divided into 3 sections where you can gain access to all of these using 3 sets of stairs
- All rooms have telephones with access to reception and also to make external calls in an emergency
- We do not have a lift at this property

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' <https://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@newforesthotels.co.uk team will be pleased to assist, in any way possible.