

ACCESS STATEMENT

Introduction

The Bay Restaurant is on a steep hill with beautiful views of Penzance Harbour over the Penzance skyline. We have capacity for 60 dining guests in the restaurant, plus 20 in a private dining room.

We aim to provide the highest standards of service to all our guests and encourage this through our culture and staff training. We look forward to welcoming you to The Bay and making your visit an enjoyable one.

We offer the following services and facilities:

Pre-Arrival

- For assistance prior to arrival please contact the reservations team on 01736 363117
- The centre of the town, train & bus station is a 10 minute walk to The Bay, parts of which are very steep
- A taxi rank service is available from the Train Station to The Bay (accessible taxis may be pre-booked on 01736 366366).
- Our website has been developed to accessible guidelines
- Our menus and tariffs are available in larger font on request.
- You can contact The Bay by 'phone, email, fax or in person between 07.30 and 22.30 daily
- We have a list of local equipment hirers that is available on request

Arrival & Car Parking Facilities

- The Bay Restaurant is accessed via steps from Britons Hill, but level access can be gained by use of the Hotel

Penzance entrance located higher up Britons Hill. From here there are no steps and the ground is asphalt

The main entrance has an automatic opening door.

- There is a disabled drop off point located directly outside the main entrance, this is for dropping off and picking up only, cars must not be left unattended.
- There are 13 car park spaces, located in close proximity to the hotel doorway. Guest



Host is available for valet parking if required.

- You can access the car park and use the entrance to the hotel from the car park which has level entry to the reception and all public areas
- Our team of Guest Hosts are on duty between 07.30 and 22.00 hours, to provide assistance with luggage, equipment and any other guest support including water provided for dogs

Main Entrance and Reception

- There are no steps in the main lobby area.
- You arrive from the car park and the front desk is immediately to your left.
- The Guest Host is located at the main reception desk.
- There are a number of sitting areas in reception/lobby and restaurant
- The Bay Restaurant and bar are located down the main ground floor corridor to the right of reception There are no steps or slopes on route or at the entrance to the bar or restaurant.
- Music in public areas may be turned down on request

Public Areas - The Bay Restaurant and Bar

The Bay Restaurant has a flat polished even wooden flooring, and is open plan.

It has tables with central column and those with legs on all four corners of varying heights. Seating is mixed some with arms and some without. Some of the seating is low couches and some upright chairs.

Table service is offered.

Lighting is mainly natural day light as there are large windows overlooking the garden and harbour. Evenly distributed lights are on when required.

For the evening meal lighting is low level with candles on the table. Lighting can be increased at certain tables if required.

We are able to cater for varying dietary needs, please advise staff on booking

We have tried to colour contrast crockery where possible. There is a bar situated in the Bay Restaurant.

There is a host desk on entry to the restaurant where staff will seat you at a table.

The restaurant is table service only. Menus are available in large print and staff will automatically take you through the menu and choices for the meal.

We are able to cater for varying dietary needs, please advise staff on booking.

The public toilets are to the right of the bar counter and have non-slip vinyl flooring with 2 wide shallow steps to the toilets with grab rails.

The toilets have:

- lever taps on sinks
- colour contrast with critical surfaces, tiles are coloured and sanitary ware is white.

Meeting Rooms

- We have 2 seminar meeting rooms on the ground floor which are also accessed via the front hotel entrance.
- Both rooms are reached through double doors
- One room is level access, one room has one step
- Lighting is even but can be dimmed by individual conference organisers by sections.
- Please notify conference organisers in advance if any additional services are required for conferences e.g. interpreters, specific seating or staging, we do try to accommodate everyone's needs where possible.

Additional Information

- If you require any assistance during your visit please contact reception or Guest Host. The Duty Manager can also be contacted via reception.
- We have a set evacuation procedure for basic information -

Alarm bells are a continuous alarm. Someone will come to your table and assist with evacuation out of the building.

- All front house staff have regular training which includes disability awareness training
- There is good network coverage for mobile phones within the restaurant. With all networks receiving good signal.



Address

The Bay Restaurant
Britons Hill
Penzance
TR18 3AE

Telephone: 01736 366890

Fax: 01736 350970

Email: eat@thebaypenzance.co.uk

Website: www.thebaypenzance.co.uk

Grid reference: SW4754030890

Hours of operation:

Breakfast 07.15 à 11.00, Lunch 12.00 à 18.30, Afternoon tea 15.00 à 17.30

Dinner 19.00 à 21.30 last orders

Emergency number: 01736 363117

List of equipment hire companies:

- HSC Mobility

Hire range includes wheelchairs, walking aids, micro scooters, hoisting equipment and beds.

Unit 1c, Guildford Road Ind Estate, Hayle TR27 4QZ Tel: 01736 755927 or visit www.hsc-mobility.co.uk

- Mobility Centre

Registered charity aiming to provide advice and support for disabled residents and visitors to Cornwall. Does not hire, but repairs equipment.

Tehidy House, RCH, Treliske, Truro TR1 3LJ

Tel: 01872 254920 or visit www.cornwallmobilitycentre.co.uk

Local public transport numbers:

Travel line: 0871 200 2233

Passenger Transport Unit:

Cornwall Council



County Hall

Truro

TR1 3AY

Email: ptu@cornwall.gov.uk

Tel: 0300 1234 222

Local accessible taxi number: 01736 333666

Contact Telephone and Email Address:

We welcome your feedback to help us continually improve if you have any comments please phone **01736 366890** or email manager@thebaypenzance.co.uk