



Please find outlined below information that we hope will ensure you enjoy your stay at The Metropole Hotel, regardless of whether your life is affected in some way by a medical condition, disability, impairment or specific learning difficulty.

Prior to your arrival

- Enquiries and reservations may be made by telephone or email.
- Bookings may be made by telephone, email or on line through our website.
- Should you require a taxi to the hotel to or from the Newquay airport or Bodmin Parkway station, we use a reliable company on a regular basis and we would be delighted to book them on your behalf. They do have vehicles suitable for wheelchairs, if required.
- Directions to the hotel can be found on our website.

On arrival at the hotel

- We have a designated disabled parking area at the front of the hotel, together with additional parking.
- Entrance to the hotel is accessible by wheelchair and there are no steps.
- We are more than happy to help you with your luggage and will collect it from your car and deliver it to your room if preferred.

Reception area

- Floor is carpeted and suitable for wheelchairs.
- Reception is all on one level.
- Low level desk is available.

Public areas

- Our corridors are well lit and carpeted.
- The Harbour view Restaurant, Metropole Bar, Lounge and function rooms all have carpeted floors, are on one level and easily accessible from the front entrance of the hotel.
- There are accessible doors from reception to the Restaurant and Bar Lounge.

Toilets

- Our disabled toilet is situated on the ground floor and is easily accessible by lift.

Fire alarm

- The fire alarm system is bells and does not have flashing lights.
- Assistance is given if evacuation is necessary.

The Lounge and Bar areas

- There is ample moveable seating in these areas there are chairs without arms.
- Background music in the Restaurant and Lounge Bar.
- Full waiter service (breakfast does involve some self-service, however, assistance can be given if required).
- Restaurant tables are laid with white table linen.
- All areas are well lit.

Accommodation

- Rooms are located on all floors, accessible by lift.
- Bathroom sizes are varied, depending on room booked.
- We do not have adapted bathrooms and grab rails are not in the bedrooms as standard, however, if required and with prior notice, we can make hoist/grab rails available.

Leisure Areas

- Access to the outdoor swimming pool is via ramp.
- There are no dedicated disabled changing room and toilet facilities in the pool area.
- Service dogs (only) are allowed in the pool area.

Additional Information

- Service dogs are welcome.
- Refrigeration is available, on request, for medication.
- We are able to use the front doors in the event of evacuation. The bells will ring continuously if evacuation is needed. If you require assistance for evacuating, please notify us on arrival.

We have tried to be as accurate as possible and have included as much detail as we can in our Access Statement. We welcome your feedback to continuously improve on the information we provide. If you have any other enquiries, please contact us on 01841 532486