

Access Statement for The Swan, Wedmore, Somerset - September 2011

Introduction

We are a traditional coaching inn, first opened in the 1700s, with a public bar, restaurant, function space (in the former skittle alley) and 6 first floor en suite bedrooms. We endeavour to ensure all our guests are made to feel welcome and where possible facilities are in place to accommodate all our guests and visitors. The following statement is a summary of our provisions.

Pre-Arrival

- If you have any special access requirements it is useful if these can be specified when booking to ensure any preparations can be discussed in advance.
- Specific food requests, allergies or intolerances can be arranged in advance, please state any dietary requirements when booking.
- Menus and information can also be provided in large print by prior arrangement
- You can enlarge the font on our website by holding down the Ctrl key and pressing +
- We are contactable and all our facilities can be booked by:
  - Internet [www.theswanwedmore.com](http://www.theswanwedmore.com)
  - Email [info@theswanwedmore.com](mailto:info@theswanwedmore.com)
  - Telephone 01934 710337

Arrival, Parking and Entrance Facilities

*Public Transport*

- Wedmore is a rural village, and thus public transport is limited.
- Highbridge & Burnham is the nearest train station, approximately 20 minutes' drive
- There are local taxi services that have accessible taxis if required, but they require advance booking. Please ask at the time of booking.
- Buses run infrequently. There is a community transport system, available to non-county residents. This requires pre-registration, and a minimum of 2 weeks' booking notice.

### *Parking and Entrance*

- The Swan is easily found and can be accessed from the B3139, which runs due east from the M5
- On arrival at The Swan drive through the arched entrance through to the car park at the back
- There are 2 dedicated disabled parking bays.
- If you require assistance of any kind, please just ask. We are happy to help with wheelchair pushing or carrying luggage
- The parking area is tarmacked and generally level and flat
- Please enter the pub through the glass doors immediately adjacent to the disabled parking
- There are no steps or impediments into the restaurant from this direction
- The front entrance has a porch with 2 steps up into the bar, and is not easily used for disabled access
- There is one step up from the restaurant into the bar area, and wheelchairs can be lifted up with assistance. Please just ask a member of staff if you need help.

### Main Entrance and Reception

- Both front and rear entrances are publicly open according to our opening hours - see website or call for up to date information
- The flooring is solid wooden or tiled throughout, with rugs in the back hallway and along the corridor to the disabled toilets.
- Once through the main glass doors from the car park, there is a further door into the restaurant
- There are no further doors between the restaurant and the bar. There is a step between the restaurant and bar and any necessary assistance can be provided.

### Public Areas

- All the public areas at The Swan are on the ground floor
- All doors and corridors are wide enough for a wheelchair
- There is a toilet suitable for wheelchair users, accessible via a gently sloping corridor. There are doors at both end of this corridor
- Our function room has level access from the car park via the restaurant entrance and a gently sloping corridor or via the rear entrance to the garden.
- We can provide larger font menus upon request
- Dogs are allowed in the bar and the garden, on a lead. We can provide water in a bowl upon request
- The furniture in both restaurant and bar is flexible and can be moved on request to accommodate wheelchairs
- Tables vary in height from 72 to 78cm
- The main door into the restaurant is 1m wide

# THE SWAN WEDMORE

- Lighting is good in all areas, although lights are dimmed in the restaurant during the evening service to create atmosphere
- Background music is played in the public bar and restaurant areas

## Grounds and Gardens

- We have a paved terrace and grass lawn area at the back of the pub
- This is accessible via double doors from the restaurant or from the sloping corridor to the toilets via a single door

## Bedrooms

- There are 6 en suite bedrooms, all are located on the first floor. All rooms are accessed via a staircase.
- Two of the rooms have a step between the bedroom and bathroom.
- Assistance dogs, such as Guide Dogs, are welcome to stay in the rooms.

We regret that as The Swan is more than 200 years old, full wheelchair access to the upper floors is not possible as the only access is via a staircase. Unfortunately, the design and age of the building does not allow any space for the provision of a lift or dedicated and accessible bedroom

## Additional Information

- Mobile phone reception is poor, but guests are welcome to use The Swan's landline where necessary
- We are a no smoking building throughout. Smoking is only permitted in the open garden areas
- If any food or medication requires refrigeration, please ask and these can be stored in our main fridge on request
- We have tried to be as accurate and provide as much detail as we can in our Access Statement. We are always willing to give information on any specific aspect of The Swan if this statement does not answer your particular requirement.
- Please inform us by telephone, email or letter of any specific requirements, giving us much detail and advance notice as possible, so we can make your visit as comfortable as possible

The Swan

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Wedmore

Somerset

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