

INN ON THE LAKE

ULLSWATER



Access Statement

The Inn on the Lake hotel is located in the village of Glenridding on Lake Ullswater near Penrith, Cumbria.

Whilst we endeavour to meet the aims of all our guests there are some features, which may make access difficult for those with a limited mobility.

Pre Arrival / Arrival –

Our large car park at the front and side of the hotel has unrestricted and level access to our main entrance and reception area. Parking at the front of the hotel nearest the entrance is reserved for blue badge holders

The nearest rail way station and main public bus service is from Penrith, approximately 12 miles away. A taxi can be arranged in advance if required by hotel reception.

Our website provides pictures of some accommodation and public areas and information about the services we offer; please do not hesitate to contact us should you require further information.

Contact can be made via telephone, email or fax. Please see the “contact us” section of the website for details of email addresses.

On arrival guests are asked to check details and to complete a registration form, assistance can be given if required. Luggage assistance is offered.

Hotel -

The front entrance to the hotel is on one level.

Ground floor and Public areas – All ground floor areas are on one level but access to the veranda from the bar area can be through a narrow door frame. There alternative exits to the veranda.

Rest room facilities – The disabled toilet is located in the Ramblers Bar, there is also an adapted Toilet on the ground floor of the Hotel situated next to reception area, which has an automatic door system.

Lounges, Bar, Orangery and dining room – All these are on one level.

Lifts – we do have a lift to all upstairs areas, this is suitable to small non-motorised wheel chairs.

Bedrooms – 46 of our bedrooms are located over two upper floors, corridors in the bedroom sections are on one level and do not have any additional steps. There is two additional ground floor bedroom in the hotel.

We have one fully accessible bedroom and two accessible bedrooms

One fully accessible bedroom (Room 3)

- Located on ground floor
- Fully equipped ensuite bathroom with level entry showers & grab rails
- Alexa voice activated lights & television
- This room is recommended when mobility is dependent on the wheelchair

Two accessible bedrooms (Room 2 & Room 60)

- 1 on ground floor, 1 on first floor
- 1st floor is accessible by lift, however the elevator can only accommodate small non-assisted wheelchairs
- Rooms include ensuite bedrooms with level entry showers & grab rails
- Limited grab rail for toilet
- These rooms are recommended only if mobility is not always restricted to a wheelchair

Additional Information –

There are fire extinguishers and break glass points in all upper floors of the hotel and in the ground floor areas.

In the event of a fire, our fire alarm system will activate and assistance will be given to mobility-impaired guests and guests who are hard of hearing will be alerted to the fire evacuation by the hotel staff directly.

We are happy to store medication if required, please ensure that it is labelled with your name clearly stated.

Please do not hesitate in contacting us directly on 01768 482 444 if you have a specific question or if you require any further information, we do hope we have the opportunity to welcome you to the hotel in the near future.