

Access Statement

Please find below a description of the hotel, its facilities, layout and access for guests with special requirements. Whilst every effort has been made to include all of the information that might be of use to anyone using the hotel, there may be some information that has been missed; please do not hesitate to contact the hotel with any questions you may have or if you have any suggestions for further information which could be added to this access statement.

Hotel Overview

The hotel is situated on the A3094 Harnham Road on the outskirts of Salisbury, approximately 1 mile from the city centre. There are several local shops, one 0.2 miles and one 0.5 miles from the hotel and a petrol station with shop 0.4 miles away.

The Riverside Manor House Hotel is a family-run hotel, with thirty-eight bedrooms, a breakfast area, a fully private function room and a bar. Our reception is 24-hour with a night porter on duty from 11pm to 7am.

The reception, breakfast area, function room, easy access toilet, toilets and five hotel bedrooms are all on the ground floor. The remainder of the rooms are accessed via the 3 staircases. None of our rooms have walk-in showers.

Fire Evacuation

On booking or check in, if a guest has mobility issues, the room is marked as a 'do not move' with the reason mobility issues. We print up to date guest lists after check in and check out which are kept on reception and taken in the event of fire to establish rooms that may need extra help with evacuation.

Each guest is instructed to leave the building and asked if they require any help leaving the hotel. When we are made aware of a guest with a disability which might impair their ability to leave the hotel quickly, they are given priority by staff in the evacuation plan; these guests are also asked to complete a PEEP form on check in to help us plan for a possible evacuation.

Car Parking

- At the front of the hotel there is a large car park with two disabled parking spaces which are approximately 8 metres from the hotel's main entrance.
- All the car park areas are gravelled with raised flower beds defining parking areas.
- There are four electric charging ports owned by Roam

Hotel Entrance

- There is a tiled porch at the front of the hotel, this is the main entrance.
- The entrance has double doors with each leaf 67cms wide.
- The porch has a ceiling light and there are wall lights at either side of the entrance.

- This leads to the foyer through 2 sprung doors, each 69cms where there is access to all public areas and to the hotel bedrooms.
- The foyer has a wooden floor and large rug.
- The foyer has a chandelier and two table lamps.
- There are two padded easy chairs and a table, 76cms high.
- There is a large corner table displaying leaflets and information, 77cms high.

Reception

- From the foyer, access to the reception is through a doorway, 75cms wide, the door is always open.
- There is a reception desk which is 79cms high and two further desks for events and house keeping.
- The reception is lit by recessed ceiling spot lights and an ornate centre light.
- The reception area has a wooden floor.
- There is a hydration station for guests.

The Restaurant

- Access is through a square archway from the reception 114cms, or through a square archway from the bar, 168cms wide.
- Has two windows overlooking the river and cathedral.
- Lighting is from wall lights, recessed ceiling lights and a chandelier.
- The restaurant has a wooden floor.
- There are two styles of tables available. All round tables are 75.5cm tall, with a 73cm clearance underneath. All square tables are 76cms tall, with a clearance of 73.5cm; all tables have a pedestal leg. It is advisable to talk to hotel staff at the time of booking if you have any specific requirements.
- Chairs are padded chairs with arms, highchairs are available.

The Bar

- Access to the bar is through a door from the foyer which is 76cms wide; the door is always open. This is open to residents and non-residents. It is a medium-sized room and is mainly carpeted but wooden floor in the immediate bar area
- The bar is 108cms high.
- There is a mixture of chairs, padded with arms and two low settees, with arms. There are a mixture of tables, mostly the same as the restaurant but also two low rectangular tables, 41cms high, 31cms clearance.
- Lighting is from wall lights, recessed ceiling spot lights and a chandelier.

- The room has two windows along one side and two patio doors, 86cms and 90cms, with an opening of 175cms, which are normally closed in the winter and one fastened open in the summer.
- The doors open onto the terrace and there is a lip with a 15cm depth down to a wide step with a height of 15cms.deep. We do have a ramp available for wheelchair access to the terrace.

The Garden Room

- This is the main function room and is fully private.
- The room has a single door, measuring 80cms, with an opening of 76cms.
- Other than the dance floor this room is carpeted.
- Has recessed ceiling spotlights and wall lights.
- The chairs in this room are padded with padded backs.
- There is a private bar with double doors measuring 76cms each which are kept open during functions. The bar is 110cms high.
- There are three windows and two patio doors along one wall. The doors measure 86cms and 90cms and they lead onto the terrace. This doorway has a lip with a 15cm depth down to a wide step with a height of 15cms. We do have a ramp available for wheelchair access to the terrace.

Terrace

- The terrace is accessed from the bar or function room via patio doors, with two 15cms steps.
- The terrace is a large, paved space with 12 steps, 15-18cms deep, leading to a smaller patio, and a wall around the edges 104cms.
- There is outdoor seating and round tables on the terrace and patio areas the chairs are wicker with arms and removable seat cushions, and the tables are 74cm tall with a clearance of 69cm. There are patio umbrellas through the centre of the tables during warmer months with bases under the table to hold them in place.

Garden

- The garden is lawn with a few large trees and some shrubs and bushes. There is a slope across part of the lawn.
- There is the River Nadder at the bottom of the garden which is not fenced off. There is a life buoy attached to the fence by the river.
- Access to the garden is from the terrace, although some of the rooms do have access directly.
- There is a pergola on the lawn, with wooden furniture and removable seat cushions, which give good shade.

The Foyer Staircases

- The foyer staircase is 90cm wide, the step tread is 18cms. There are 20 steps in total to the first floor. After 5 steps the staircase takes a 90 degree turn to the right.
- There is a landing at the top with access to 4 bedrooms
- There is a banister on one side.
- There are a further 18 steps to the second floor. The staircase is 85cms wide and the tread depth is 17cms. The first three steps turn to the left and then the staircase is straight.
- There is a landing at the top of the stairs with access to 4 bedrooms.
- There is a banister on one side.

Central Staircase

- The central staircase is accessed through a ground floor corridor from the foyer. There are fire doors at either end which are 84cms wide.
- The staircase is 82cms wide and the tread depth is 16cms.
- There are 8 steps then a 90 degree turn and a further 8 steps to the first floor.
- There is a landing with access to 7 bedrooms. All the bedrooms are accessed through a fire door, 84cms wide.
- There are a further 16 steps to the second floor with a 90 degree turn after 8 steps
- There is a landing with access to 6 bedrooms. All the bedrooms are accessed through a fire door, 84cms wide.
- There is a banister on one side.

Far Staircase - Down

- The far staircase is accessed through corridor and a further fire door, 84cms wide, from the central staircase.
- From the ground floor there are 6 steps down, 92cms wide and a tread depth of 16cms. There is a banister on one side.
- There is a landing with access to 4 bedrooms and a further staircase
- This staircase has a total of 14 steps: 4 straight, 3 turning to the left then 7 straight. It is 78cms wide and the tread depth is 19cms. There is a handrail to one side.

Far Staircase – Up

- From the ground floor, there are 10 steps up, 92cms wide and a tread depth of 16cms, there is a banister on one side.

- There is a landing with access to 4 bedrooms through a fire door, 84cms wide.
- There are a further 6 steps, 92cms wide with a tread depth of 16cms, this is the first floor and there is access to all 7 first floor rooms, through one or two fire doors, 84cms wide. There is a banister on one side.
- There are a further 10 steps, 92cms wide, 16cms deep, to another landing where there is access to 2 bedrooms, through a fire door 84cms wide.
- There are a further 6 steps, 92cms wide and 16cms deep with a banister on one side.
- There is a landing with access to all the second-floor rooms through one or two fire doors, 84cms wide.

The Bedrooms

- Doors to all rooms are 83cm wide, with an opening of 79cms.
- All rooms have at least one chair and all have arms.
- All rooms are carpeted, all bathrooms are tiled.
- Different rooms have different lighting this includes central ceiling lights, table lamps. All rooms have bedside lights at each side and a table lamp at the dressing table.
- Additional keys are available when there is more than one guest in the room.
- Subtitles can be used on all the bedroom televisions.
- One bedroom has 3 steps down 20cms depth, inside the room.
- There are 6 bedrooms with patio doors onto a small terrace; two with a step down of 19cms, one with a step down of 16cms and one with a step down of 17cms and two with a step down of 22cms.
- All rooms have a telephone to call reception or other rooms.

En-suite bathrooms

- All bathrooms have a shower over bath, and non-slip bathmats. Suction shower grab-handles are provided on request.
- All have tiled floors.
- All have a mirror light in the mirror.
- Have 84cm wide doors from the bedrooms.

Toilets

- There are separate facilities for ladies and gentlemen.
- The gentleman's toilet has urinals and a cubicle.
- The ladies toilet has two cubicles.
- There are hand dryers in both toilets.
- The toilets are lit with a recessed ceiling lights and wall lights.

- The ladies toilets have wooden flooring
- The gentlemans's toilets have laminate flooring

Disabled access toilet/Baby changing facilities.

- There is 1 unisex disabled access toilet.
- The door is 92cm wide.
- There is a ceiling light
- There is a hand drier.
- The room has laminate floor
- There is an emergency pull cord alarm.
- There are grab rails next to the toilet and sink.
- There is a folding baby changing table.

-All guest rooms and key areas are fitted with insulated windows, doors, and roof spaces to reduce heat loss.

-Smart thermostats in guest rooms and staff areas help control usage and reduce unnecessary heating/cooling.

-Heating schedules are programmed seasonally to match guest occupancy and external temperatures, reducing unnecessary use.

-Gas boilers are serviced annually by certified professionals to maintain optimal efficiency and detect potential issues early.

-Hot water and heating pipes are fully insulated to reduce heat lost in transit, especially in plant rooms and underfloor systems.