

Access Statement

At Marshall Meadows Manor House, we aim to ensure that all our guests enjoy comfortable facilities and are made to feel welcome. We aim to ensure that all guests, employees, and others who use, or assist in the provision of our services, are treated equally and according to their needs.

We have written this Access Statement, not only to address some of the more common issues that disabled people face, but also to provide practical additional information for all guests who wish to stay at the hotel or use its facilities.

We request that, when making an enquiry or booking, customers inform us in well in advance of any special needs or disabilities that they may have in order for us to meet any personal requirements.

Marshall Meadows Manor House is privately owned and operated. We have 22 en-suite Bedrooms and Suites and 5 Luxury Hotelier Pods. The Luxury Hotelier Pods are situated away from the Manor House in the Hotel Gardens. 18 Bedrooms are situated on the first floor, accessed by stairs, and we have 4 Suites in the adjacent 'Stables' block (2 on the first floor and 2 on the ground floor)

The public rooms, namely our Cocktail Bar, and Drawing Room are all on the on the Ground Floor, as are our Private Hire rooms, 'The Conservatory', 'The Lowry Room' and 'The Coast House.'

Our Restaurant 1782 has 2 floors, the upper floor is accessible by a staircase with handrails.

Pre-Arrival

- You can contact us via telephone, email or post.
- The Hotel has a website describing our services and terms and conditions, and an illustrated brochure.
- The Hotel is situated within an area named as 'Marshall Meadows', 1 mile North of Berwick upon Tweed, close to the Scottish Borders and the Northern coastal path.
- The nearest Pharmacy and Doctor's surgery is in Berwick upon Tweed.
- Due to our location there is very limited public transport – a car is the most practical transport.
- The closest train station is at Berwick upon Tweed (about 3 miles)
- There are a number of local taxi companies, and we are happy to provide details on request
- There are directions to find us detailed on our website

Arrival & Car Parking Facilities

- Entrance to the property is direct from the A1 Motorway.
- The entrance driveway is single lane, with passing places and speed humps, and leads to the gravel private car park which is free of charge to guests.
- Parking spaces are not marked with marker lines, we ask you to park courteously and with consideration to other guests.
- The car park has a gravel surface. It is lit at night and there are additional security lights.
- All Parking is free of charge.

Main Entrance & Reception

- The front entrance has 3 steps with no handrails. The double front door can be opened wide if required to facilitate entry to the building.
- If stairs are not an option, there is level access through the 'Lowry Room' door at the rear of the building from the Terrace fire exit which leads onto a corridor to Reception.
- We offer full 24 hour assistance with luggage.
- The front and back doors both lead to our Reception and Public Rooms, all of which are on the ground floor.
- The floor is level with a mix of wooden flooring and carpet throughout.
- The Reception desk is 1.25m high. There is no seating adjacent to the Reception desk, however check in can be carried out seated in the adjacent Drawing Room if required.

Public Areas

- Our corridors are well lit and a mix of wooden flooring and carpet.
- Our Public rooms are accessible on one level and have level wooden flooring.
- Our Restaurant 1782 has 2 floors, the upper floor is accessible by a staircase with handrails.
- We do not have a lift to the first floor.
- There are public WC's on the ground floor with no steps and with one WC with a wide door for entry. This WC is fully accessible with support aids.
- The Fire Alarm system is sonic and does not have flashing lights. Assistance will be given if evacuation is necessary.
- Assistance dogs are very welcome in all public areas.

Restaurant 1782, Cocktail Bar & Drawing Room

- All bar drinks are served in the public rooms with full waiter service. These areas are staffed at all times.
- Moveable seating throughout.
- Most chairs are without arms although chairs with arms are available.
- There is background music in our Restaurant 1782, Cocktail Bar, and Drawing Room.
- Full waiter service is offered throughout.
- The Cocktail Bar and Drawing Room is made up of a mix of small and large single chairs, armchairs, and sofas, with a mix of low level and high level coffee tables and dining tables.
- Restaurant 1782 has a mix of single chairs without arms, and high-level dining tables.

Bedrooms

- 18 Bedrooms are on the first floor, accessible only by stairs.
- 2 Bedrooms in the adjoining 'Stables' house at the rear of the Manor House are on the ground floor, with access direct from the gravel car park. Both have large shower cubicles with no support aid – an additional support aid can be provided for the WC on request.
- 5 Luxury Hotelier Pods within the Hotel Gardens are accessible by gravel paths. All 5 have 3 wooden steps to the elevated accommodation with hand rails.
- All bedrooms have ensuite bathrooms, the 5 Luxury Pods have compact wet rooms only.
- Our rooms are varied in their make-up of Baths and/or Showers.
- All bedrooms have telephones with free calls.
- Assistance dogs are welcome in all bedrooms.

Additional Notes

As a small Luxury Hotel we are committed to providing an exceptional level of customer service. Whilst the physical limitations of the existing building may impose some constraints on what the Hotel is able to do, we fully intend to comply with current regulations and good practice. We have tried to make the 2 ground floor rooms as wheelchair accessible as possible.

The nature of the Grade 2 Listed building means it is impossible to make complete access to everybody. How accessible the Manor is, will to a degree, be dependant upon the nature and extent of each individual's ability, If, for example, an individual is completely wheelchair bound, then regrettably that person will not be able to access certain parts of the building.

If you require any further information relating to accessibility of the Hotel, please do not hesitate to contact us by phone, on: 01289 331133 or email: info@marshallmeadowshotel.co.uk or of course visit us in person and we will do our very best to help.