Access Statement for The Riviera Hotel

Introduction

The Riviera Hotel has 67 en suite bedrooms which all have 19-inch flat screen TV's, complimentary tea and coffee trays and room service is available. Many have private balconies with lovely views overlooking the wooded Alum Chine and Bay to the Isle of Wight. We have a lift to all floors within the hotel which many of our rooms can be accessed by.

Pre-Arrival

• Wi-Fi and email available

• Taxi's available on request

• Bournemouth Town centre is located 1.6km from the hotel

• nearest bus stop is located 5-minute walk from the hotel

• Room with Wheelchair access available

• Alum Chine Beach is located a 5-minute walk from the hotel

- Bournemouth's Train Station is located 5.8km from the hotel
- Bournemouth Airport is located 13.5km from the hotel

Arrival & Car Parking Facilities

• We have Car Parking located at the front and rear of the hotel

• There are two allocated Disabled spaces located behind the hotel with lift access into reception and four spaces located at the front of the hotel with direct front entrance access.

• There is also unrestricted parking within the roads around the hotel

• Outside the front of the hotel has a dropped kerb where you can unload and assistance can be given if required

Main Entrance & Reception

• The entrance to the hotel has a flat surface with handrails either side

• Porters are available to offer assistance with luggage

• A hearing loop system is located in reception

• We have two lounges in the reception area which has seating available, also the main bar is just next to reception

• Our reception desk in manned 24hrs a day

• The main entrance and reception is all located on the ground floor, a lift is available to all floors

• Behind reception we have a large mirrored window

Public Areas - Hall, Stairs, Landing, Corridors etc

• A lift is available to all floors, alternatively there are 17 steps to our 1st floor and an additional 17 steps to our 2nd floor

• We have rooms located on the lower ground floor which the lift does not go to but has 7 steps down

• To access our Leisure Club you have to go down 3 steps

• We have clear signage in the hotel and the buttons in the lift have Braille on them

• All public facilities are located on the ground floor

• There are public toilets including disabled toilets, located on the ground floor

- We have an outdoor garden area which has 8 steps leading down the terrace area and a further 10 steps down to the artificial grass

Public Areas - Sitting room, lounges, lobbies etc

• There are grab rails in the entrance of reception

• Toilets including a Disabled toilet is located on the ground floor next to reception

• Reception and the bar is on a flat surface which is carpeted

Restaurant / Dining Room, Bar & Bar area

• Our Restaurant is located on the ground floor with a flat entrance

• We have a balcony area which has 3 steps down but also have a flat level

• Allergies and special dietary requirements can be catered for, please let reception know in advance

• We have waiter/waitress service to all tables

Additional Information

• Maps of fire assembly points are in all bedrooms on the rear of the door

• Our hotel has a non-smoking policy

• A maximum of 1 large dog or 2 small dogs (no higher than 50cm/20inches) will be allowed to stay with you in your hotel bedroom. Registered Assistance Dogs may accompany their owner anywhere in the hotel. Other dogs, accompanied by their owner, may sit quietly on their lead in the two alcoves in the Reception and the Bridge Bar and Grill (so owners may have their meals there if they wish)

• Phones are in all rooms and one on reception

• Assistance can be given 24hrs a day

Address: The Riviera Hotel

14-16 Burnaby Road

Alum Chine

Bournemouth

BH4 8JF

Telephone: 01202 763653

Fax: 01202 768422

Email: info@rivierabournemouth.co.uk

Website: www.rivierabournemouth.co.uk

Hours of operation: 24Hrs

Future Plans

• n/a

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone

Created: 14 December 2009