

Accessibility Guide

The Royal Esplanade Hotel



Everything you need to know before you visit...



The Royal Esplanade hotel has a commitment to provide the highest level of service and to understand and meet the needs of individual customers and specialist groups. We strive to create and deliver a quality of experience to all guests and we are fully committed to providing accessibility for all, wherever this is possible. The Royal Esplanade team are available and will be happy to assist with any questions you may have regarding our facilities.

For more information you can telephone us on 01983 562549 or visit our website at www.royalesplanadehotel.co.uk or send email info@royalesplanadehotel.co.uk

Before you visit

The Royal Esplanade hotel is open 365 days year, however, should maintenance issues prevent this, our guests will be made aware of any closures as soon as possible.

Accessibility Generally

As a grade II listed Victorian property, we are unfortunately unable to make all areas fully accessible. We have however, allocated a selection of rooms on the first floor, accessible by lift, as level access only.

To enter the hotel, all guests will need to be able to climb a few exterior steps. Our team are available to offer assistance where needed, with lifting mobility aids, or help in any other way.

The Brasserie Restaurant and Harry's Bar are also accessible via one step, with a further few steps down to access the toilets in this area.

Please make us aware at booking of any accessibility needs that your party may have, so we can best advise and help make your stay enjoyable.

Parking

The Royal Esplanade Hotel has a small car park, on a first come first served basis, just a 2-minute flat walk round the corner. This car park is bookable at £5 per 24 hours. Alternatively, there is on-street council parking either payable by the metre or by purchasing a tourist period permit.

There is a large loading bay right outside our entrance for drop off or pick up of your luggage.

Public Transport

Ryde is home to the Island's major transport hub, conveniently situated opposite The Royal Esplanade Hotel. Here you will find buses, trains and taxis to take you further afield on the Island. It is also the port for both Wightlink's Fast Cat and Hover Travel's Hovercraft service, meaning foot passengers can disembark and take just a few minutes walk to our door.

Other Ferries

There are 3 *car ferry* options to the Isle of Wight

- . Lymington – Yarmouth (Wightlink)
- . Southampton – East Cowes (Red Funnel)
- . Portsmouth – Fishbourne (Wightlink: Closest port to us)

In addition to the Portsmouth – Ryde foot passenger routes, there is also Red Funnel's Red Jet sailing Southampton – Cowes and the option of travelling by any car ferry route on foot.

Trains

The Isle of Wight has a limited train network that runs from the west end of Ryde pier to the East side of the Island, stopping at; Brading, Smallbrooke (Change for the Steam Railway), Sandown and Shanklin. Timetables can be found at www.southwesternrailway.com

Buses

Ryde's transport hub offers frequent bus services to all island towns and more limited journeys to rural areas. Capped at just £3 a single adult journey or alternatively daily or weekly travel passes are available. All Island buses are operated by Southern Vectis and timetables can be found at www.islandbuses.info

Main bus routes:

9 – Ryde to Newport (Main town for major shops and cinema)

4 – Ryde to East Cowes (Osborne House & Red Funnel Ferries)

2 , 3 & 8 – Ryde to Seaview- Bembridge - Brading - Sandown – Shanklin – Godshill (Seaside towns & chocolate box villages)

Bicycles

The Island is a paradise for cyclists, boasting an extensive network of trails that weave through stunning, unspoiled landscapes. At The Royal Esplanade Hotel, we warmly welcome cyclists and allow your bicycle to share your room! When booking your stay, please inform our team if you are bringing a bicycle.

For navigational devices our full address is:

The Royal Esplanade Hotel, 16 Esplanade, Ryde, Isle of Wight, PO33 2ED

A downloadable map is available online www.royalesplanadehotel.co.uk ,Or please visit, what3words for never.looks.harp

Entrance and Receptions

The Royal Esplanade Hotel has one main entrance and reception is accessible from 6, wide, concrete, steps outside with a hand rail. (Its' second entrance at Harry's Bar is open from midday – evening only). The main entrance is accessible 24/7, although locked from 11pm, please ring the doorbell out of hours for our team to let you in.

Toilet Facilities

Each of our 70 bedrooms are complete with their own ensuite facility. Please ask upon booking for walk-in showers and larger bathrooms to cater for additional requirements.

None of our rooms offer full disabled facilities as the hotel is grade II listed.

There are 3 sets of toilets in our public areas. Harry's Bar and our events space on the ground floor both have gender separate bathrooms. Our first floor, accessible by lift, houses a disabled access and baby changing bathroom.

First Aid

If you should require first aid assistance please contact reception. You can call from your room phone by dialling 0 or alternatively from an outside line on 01983 562549.

If you have any special needs whilst on site or a specific dietary or treatment requirement, please inform our reception team before you visit to ensure we are able to meet your needs.

The doctor's surgery and pharmacy are located just a couple doors down from us should treatment be required. The Island's hospital St Mary's is located in Newport with an urgent treatment centre open 24/7 – patients must call 111 before arriving, unless in an emergency where A&E is appropriate.

Enjoying your stay at The Royal Esplanade Hotel

Inside areas: On entering the main entrance via the steps you will find the majority of our ground floor to be level, with the exception of a couple steps into adjoining rooms such as the Brasserie and public toilets. Our ground floor is home to public areas such as a coffee shop, breakfast restaurant, the Brasserie, events room and Harry's bar.

The First, second and third floors – bedroom levels- are accessible by either stairs or lift.

For our most level accessed rooms which are 'step free', it is important to request them when making your booking.

Outside areas: Our hotel has two small outdoor areas, perfect for relaxing and people watching. Outside the main entrance you will find a few tables and chairs on the Esplanade pavement. Alternatively, Harry's Bar has its own terrace enclosed at the rear of the hotel which is accessible by exiting Harry's Bar's back door. However, this is a raised patio area and so has a steep set of steps to access it.

Local area: Ryde beach is equipped with FREE hire mobility aids including numerous specialist wheelchairs. Additionally, at Eastern Gardens point the sand is fitted with a board walk, helpful for wheelchairs and pushchairs. To find out more please visit: www.rydemarina.wpcomstaging.com

All Southern Vectis buses across from our hotel are equipped with lowering doors and designated wheelchair spaces. Similarly, all ferry operators are committed to supporting accessibility. We recommend contacting them directly to discuss your specific needs.

Many of Ryde's eateries and boutiques offer level access.

Our team of local's are always on hand to offer you the best advise and recommendations during your stay.

Refreshments and eating

The Royal Esplanade Hotel has 4 eating areas:

The Brasserie Restaurant – for lunch and evening meals

The Victorian Restaurant – for breakfasts included in your B&B stay, continental and cooked.

The Coffee Shop – for hot drinks and cake, or, lunch menu

Harry's Bar – for either lunch or evening menu in a relaxed setting

All of our menus offer a choice of vegetarian foods as well as specialist menus to suit dietary requirements (these can be requested from our team members). The Royal Esplanade also offers facilities for private parties, social gatherings and corporate meetings or conferences including team building. We are able to offer a variety of menus to suit every event and diet. Please view our website on www.royalesplanadehotel.com for further information on the menu choices and catering facilities, or email us directly, info@royalesplanadehotel.co.uk

Special events

The Royal Esplanade Hotel offers a number of special events throughout the year, including live music, New Year's Eve and Christmas parties. Special needs groups can be accommodated; however, we would ask that you contact our reception to advise us of your requirements prior to booking, so that we may endeavour to provide any necessary support or assistance.

Coach and Group Bookings

We are an established and reputable coach holiday host. We provide portorage, welcome drinks, half board and entertainment packages at competitive rates all year round. We also welcome leisure, corporate and educational groups, supporting their stay with convenient room allocations, schedule help and local advice. Specialist dietary needs can also be provided for (advance arrangements and bookings required).

Our booking coordinators will be happy to provide any information you may require. To help you plan your group or coach visit please contact us at:-

Bookings, The Royal Esplanade Hotel, 16 Esplanade, Ryde, Isle of Wight, PO33 2ED Tel: 01983 562549 (Direct) or Email: lisa@royalesplanadehotel.co.uk Website: www.royalesplanadehotel.co.uk

Dogs

We warmly welcome guests and their four-legged companions to our dog-friendly hotel. Designated pet-friendly, a few rooms are available to ensure a comfortable stay for both you and your dog. While dogs are welcome in most public areas, we kindly ask that they are not brought into the Brasserie or Victorian restaurants. Guests wishing to dine with their pets are invited to enjoy their meals together in the cosy atmosphere of Harry's Bar.

Location and Contact Details:

The Royal Esplanade Hotel,
16 Esplanade, Ryde,
Isle of Wight,
PO33 2ED

Tel: 01983 562549 Email: info@royalesplanadehotel.co.uk Website: www.royalesplanadehotel.co.uk

Planning Solutions Limited – Head Office (Operating Company)
9 Leigh Road,
Havant,
Hampshire,
PO9 2 ES

Tel: 023 92 481999 Email: info@pslplan.co.uk

Ryde Taxis: 01983 811111

Criss Cross Cabs : 01983 640240

For any other questions please contact our reception at The Royal Esplanade Hotel, we will be happy to assist you with any questions you may have and we look forward to welcoming you!