



FRASERS Frasers Accessibility Guide

Introduction

Frasers is committed to ensure that all guests receive a warm welcome and an accessible environment. This guide is designed to assist guests, especially those with disabilities, to ensure they can make informed decisions prior to their arrival. We would be delighted to speak to you on 01233 756122 or e-mail joanne@frasersegerton.co.uk prior to your visit to answer any questions you might have to ensure that all your requirements are met and that your experience is relaxed and seamless.

General information

Location address:

Frasers

Coldharbour Farm

Barhams Mill Road

Egerton

Ashford

Kent

TN27 9DD

01233 756122

www.frasersegerton.co.uk

joanne@frasersegerton.co.uk

Accessibility Statement

Frasers is committed to ensuring accessibility for all guests. We strive to ensure that all guests receive an inclusive and accommodating environment. Please do contact us prior to your visit to ensure we have all your requirements.

Frasers

The restaurant is located in a single storey Wealden Oak Barn with disabled WC facilities. The disabled parking pad is located to the front of the building – there is then access to the to the restaurant with all level thresholds. Rooms are located within Stags Barn, The Oast and Pond Cottage.

The fire alarms are tested weekly, guests will be informed of planned testing.

We have our own private lease-line for WI-FI which is complimentary to all guests, throughout the site as mobile phone reception is 'patchy' due to our rural location.

Frasers Coldharbour Farm Egerton Nr.Ashford Kent TN27 9DD

Telephone: 01233 756122

Mobile: 07834128911

Email: info@frasersegerton.co.uk Web: www.frasersegerton.co.uk

VAT No.:201456213



FRASERS

Arrival and Parking

Accessible parking

Designated accessible parking adjacent to the main entrance door which has 1.2 metre access.

Staff will be on hand to help.

The space is clearly marked.

The parking space is located within 12 metres of the main restaurant entrance, hence enabling guests with limited mobility to access.

Entrances and Public Areas

Entrance

The main entrance is wheelchair accessible and equipped with double doors with a 1.2 metre opening. Staff are available if assistance is required.

Reception

The reception is accessible to wheelchair users. Staff are trained to provide assistance if required.

Stags Barn

Mallard, Partridge, Pheasant and Teal are located in Stags Barn. There is a disabled W.C in the communal sitting room with grab rail and emergency cord. The barn is accessible from the accessible parking space around the exterior of the main barn accessed via a ramp. All openings have level thresholds.

All rooms have wet-room showers.

Room furnishings facilitate ample manoeuvring space.

Stags barn has an audible fire alarm.

A pillow-pad alarm system is available upon request.

Access through the external doors into the rooms is 80cm wide.

Room Amenities

Bed side lights and USB chargers are accessible from the beds.

Stags barn has been sympathetically designed to enable accessibility.

Pond Cottage

All rooms are single storey. There is a 15cm step to access these rooms. These rooms contain baths and due to the historic age of the building have restricted bathroom areas.

The Oast House

Laxton and Russet are located on the ground floor and Blenheim is accessed via a lobby and a flight of 16 steps. Both Laxton and Russet have a 10cm lip on the threshold of the room. Due to the historic nature of the buildings these rooms have restricted accessibility in the bathrooms.

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Restrooms

Public restrooms are designed to accommodate wheelchair users

Assistance and Service Animals

Service Animals

Guests with disabilities are welcome to bring their service animals. Please do inform us upon booking to ensure that your stay is relaxing and seamless.

Dining Areas

Our dining areas are accessible with ample facility for manoeuvring for wheelchair users.

Menus

Fraser's operates a pre-ordering system so all guests are sent menus and requested to make their selections in advance. All menus are available in large print.

Our staff are trained to assist with specific mobility and dietary requirements.

Marquee

The marquee is accessible from the allocated disabled parking with all level thresholds. Direct access to the marquee is ramped. The accessible WC facilities are located 15 metres away in the main barn restaurant.

Communication

Website and reservation system

Our website and reservation systems are designed to be accessible.

Communication assistance

Our staff are trained to provide assistance for guests with specific communication requirements.

Emergency Procedures

Evacuation Procedures

Evacuation procedures are available in large font formats.

Staff are trained to assist guests with disabilities during emergencies. They will guide guests to the muster point.

A personal emergency evacuation plan can be agreed upon arrival of the guests.

Additional Information

Feedback

Customer feedback will be welcomed to ensure all our guest's requirements are met. Any comments or queries can be sent to joanne@frasersegerton.co.uk or call 01233 756122.

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Accessible Transport

Information regarding accessible transport is available upon request – Please ask at the time of booking to ensure that we can arrange this on your behalf.

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