

THE INN AT CHARLESTOWN

Accessibility Guide for The Inn At Charlestown

info@theinnatcharlestown.co.uk, 01383 872257, www.theinnatcharlestown.co.uk

Contact for accessibility enquiries: Hotel Reception or Duty Manager



Welcome

Welcome to The Inn At Charlestown (formerly known as The Elgin Hotel). The Inn is a beautiful country hotel situated in the tranquil and picturesque village of Charlestown, only a ten minute drive from the ancient city of Dunfermline.

Whether you are here on business, coming to stay with us or simply dropping by for lunch or dinner you can enjoy beautiful views from the hotel over the Firth of Forth, The Pentland Hills and the world famous Forth Bridges.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Hotel reception
 - Bar
 - Restaurant
 - Ceremony room
 - Function Suite
 - Toilet Facilities
 - Beer Garden
 - Rear Function Terrace

Access with steps

- There are steps from the main entrance to:
 - Rear Lower Function garden

Bedrooms

- We have non-allergic bedding.

Level access bedrooms

- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.

Hearing

- The (bedroom) TVs have subtitles.
- Some staff have disability awareness training.

Visual

- Some parts of the venue have low lighting.

General

- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

Getting here

The Inn At Charlestown
Main Road
Charlestown
By Dunfermline
Fife
Scotland
KY11 3EE



Travel by public transport

- You can get to The Inn At Charlestown by bus and train.
- The nearest bus stop is directly in front of The Inn At Charlestown on the Main Road, Charlestown. This can be taken from Dunfermline Bus Station. (Stagecoach No.6 service for Crombie)
- The nearest train station is Dunfermline Train Station. The train station is 5 miles from The Inn At Charlestown, from the train station you would be required to take the No 6 Stagecoach bus at Dunfermline Bus Station or a 10 minute taxi drive .(taxis are situated outside the train station)



Travel by taxi

- You can get a taxi with Euro Cabs by calling 01383 414455.
- You can get a taxi with Aitch Taxis by calling 01383 415151.



Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The entrance has a slight ramp leading into the hotel, bar and restaurant

Parking Bays

Rear Entrance

Arrival



Path to Restaurant/Bar Entrance

- From the street to the main entrance, there is level access.
- The path is sloped.
- Entrance door width 840mm

Reception entrance

- The main entrance has level access.
- The path is sloped
- The door is 1000mm wide.
- The main door is side hung and manual.

Getting around inside

Visual Impairment - General Information

- Some parts of the venue have low lighting.

Hotel reception

- From the main entrance to reception, there is level access. The door is 1000mm wide.
- You can sit down at reception. It is Wheelchair accessible.

Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, bedside lamps and natural daylight.
- Lights are LED and energy saving. Some lights can be controlled independently.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.

Bar/Restaurant

- From the main entrance to the bar, there is a level access with slope at doorway. The route is 840mm wide. It is wheelchair accessible

Place to eat and drink

Pentland Restaurant

- From the main entrance to the dining area, there is level access.
- To get to a table, there are no steps.
- If you need table service, staff can help you.
- There is access to disabled toilet facilities in this area
- There is quiet background music.
- If you have any dietary requirements please let us know in advance and we will be happy to accommodate where possible.

Private Dining Room

- From the main entrance to this area, there is level access. The route is 840mm wide
- The Private dining is to the right of the main bar
- There is access to disabled toilet facilities in this area

Function Suite

- From the main entrance to this area, there is level access.
- The door is 8400mm wide.
- From the main entrance to this area, there are 3 steps. There is no lift and no ramp.
- There is access to disabled toilet facilities in this area

Smoking

Smoking Area outside hotel

- From the main entrance to the smoking area, there is level access. The route is 8400mm wide, or more.

Customer care support

Accessibility equipment

- We have 2.5 acres of gardens so the nearest toilet area for assistance dogs can be found very easily. We do ask that dogs are kept on leads at all times and that all dog waste is collected and disposed of.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- Please speak to a member of our team who will be happy to assist.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Some staff have disability awareness training.
- Staff are available 24 hours a day.

Guide last updated: November 2020