

Access Statement For Venus Spa

Introduction

We aim to provide an excellent service to all visitors and continually strive to maintain and where possible improve our standards. Our mission is to provide a quality experience to all; we are committed to providing accessibility for our visitors to enable all to enjoy the relaxing haven, which is Venus Spa.

We currently offer:

Arrival & Car Parking Facilities

- Entrance to the main hotel car park is just to the left of the bridge crossing the Thames into Goring, and only 15 minutes from M4 junction 12.
- Car Park has two designated spaces for disabled guests (10 meters from main entrance). There is also accessible parking immediately outside Venus Spa
- The car park surface is tarmac and level throughout.
- Entrance to Venus Spa has 4 steps up to the entrance, and in addition you can enter via a low gradient ramped entrance.

Venus Spa Reception

- Hours of operation 7:00am-10pm Monday to Friday and 8am to 8pm Saturday and Sunday (last entry 30 minutes before closing)
- Entrance doors are push opening doors
- The spa reception is separate to the main hotel reception and is approached via wide corridors with doors held open on magnetic latches.
- The Venus Spa reception desk is a high level reception desk
- Lighting is diffused electric light. There is also lots of natural light from windows in the gym area as well as natural light in the reception area.

Public Areas - General (Internal)

- All public areas (including – pool, Men's changing area, toilets, reception, sauna, steam room,) are all on the ground floor (no ramps or steps except for entrance to sauna and steam room which have a small step entry). Ladies changing room is up a spiral staircase, which has 16 steps.
- Staff, all identifiable in their distinctive Venus Spa uniforms are always on hand to offer assistance. There are also three steps down to the gym area.
- All indoor public areas are no smoking. There is an exterior allocated smoking area
- Treatment rooms are just off the Spa reception area wide corridor and a single door entry.

Lift with in Hotel

- As the property is Grade II listed there is no lift available within the hotel.

Public Areas - WC

- There are toilets in each of the ladies and gents changing rooms. Each has ladies (2

cubicles) and Gents (1 cubicles).

Main changing rooms

- The changing rooms are on the ground floor and have level entrance and are level throughout. There are 3cm threshold entering the showers, which there are 2.
- There are high and low lockers for use and also high and low hooks for hanging clothes. If access is difficult on poolside sunbed rooms can be used for changing.
- There are toilets in each of the ladies and gents changing rooms. Each has ladies (2 cubicles) and Gents (1 cubicles,).
- Washbasins do not have any pedestals but are enclosed below.
- Floors have a non-slip surface help prevent trips, slips and falls
- Showers are fairly narrow with 1 set of doors and a small lip they are not suitable for wheelchair access.

Accessible changing room

- If required changing in one of our sunbed rooms on poolside is possible for people who can not get into the changing rooms.

Shop

- We have items for sale, which can be purchased through reception or the therapists. These can be viewed in the public areas.

Treatment room/s

- Our treatment rooms are just off Venus Spa reception area. • We have 2 rooms, which would enable maneuvering of wheelchairs, frames or equipment. Each has free space to the sides of treatment couches.
- Treatments are tailored to individual needs – for advice about which treatments would be suitable please ask one of our team.

Leisure Facilities

Mineral Bath

- We have a small relaxation pool, which is treated with mineral salts and which is entered via seven shallow steps (steps are graduated in to the water there is also a hand rail all the way in).
- The water is a constant 1.2m deep

Spa Bath

- Next to the mineral bath there is a spa bath, which has 3 steps up to, and 2 steps inside the spa to the bottom.
- There are no hand rails either side of the steps but access is straightforward.
- The water in the pool is maintained at a high temperature and there are certain medical conditions, for which the pool is unsuitable (please ask a member of staff).

Sauna and Steam room

- The Spa has a sauna and steam room available adjacent to the pool (if you have a medical condition, please check if they are suitable).

- Both the sauna and the steam room are entered via doors which have a 3cm-raised threshold on the floor of the doorway. •Both have fixed seating

Relaxation area

- We have a relaxation area on poolside which is next to the pool the area has reclining comfortable chairs which provide support for the whole body when reclined.

Gym

- The gym is on the ground floor and has 3 steps down from reception.
- The gym has a variety of equipment from running machines to weights and exercise ball. Please ask the fully trained gym staff for the most appropriate for your needs.

Outdoor Facilities

- There is access to the hotel gardens, which have large areas of grass, flower borders, fruit trees and pathways, which lead to the River Thames. There is easy access across the lawns and shallow graveled pathways.

Additional Information

- All staff are fully trained particularly in customer service and disability awareness training.
- The fire evacuation procedures allow for special requests including reduced mobility or hearing and staff are fully trained to evacuate guests if the alarm is sounded. If you have a special request please advise reception on arrival and we will make special arrangements to evacuate you from the building should there be an emergency.
- Guide Dogs and hearing dogs are allowed in most parts of the spa. We request that dogs do not enter the water facilities throughout the spa.

Contact Information

- Address: Venus Spa, Swan-at-Streatley Streatley on Thames Berkshire RG8 9HR
- Email: venusspa@swan-at-streatley.co.uk
- Website: www.swanatsstreatley.com

We welcome your feedback to help us continuously improve if you have any comments please contact us.