

Access Statement for the Swan at Streatley

Introduction

The Swan at Streatley is situated on the banks of the River Thames on the border of West Berkshire and Oxfordshire. The Swan offers an intimate atmosphere with just 45 en-suite guest bedrooms, and we preserve a gentler pace of life perfectly suited to our location. The Swan opened a new Spa facility in December 2006 and in the past year we have undergone a major refurbishment of bedrooms, public areas and hotel exterior.

We aim to provide the highest standard of service to all of our guests and encourage this through our culture and training of all our staff. We look forward to welcoming you to the Swan at Streatley and making your stay an enjoyable one.

The Swan at Streatley operates a no smoking policy throughout the entire hotel.

We offer the following services and facilities:

Pre-Arrival

- For assistance prior to your arrival please contact our reservations team on 01491 878800 or via e-mail to reservations@swan-at-streatley.co.uk. You can also find additional information on our web site at www.swanatstreatley.co.uk.
- **By car** drivers arriving from the M4 should leave at junction 12 and take the Theale, A4 exit, carry on at the first roundabout and follow signs for Pangbourne. At the next roundabout take the A329 signposted, Pangbourne and follow the A329 into Streatley. In Streatley, turn right at the first set of traffic lights and the Swan at Streatley is just 200 metres on the left-hand side just before the river bridge. This should take between 15 and 20 minutes.
- **By Train** Goring & Streatley Railway station is half a mile from the hotel. There is a regular train service from Reading, which takes about 15 minutes; there is a frequent service from London's Paddington Station direct to Reading. The fast train takes 22 minutes from London.
- **By Taxi** It is recommended that guests arriving at Goring & Streatley Railway Station, London Heathrow, Gatwick Airport or Central London and intending to travel to the hotel by taxi, should pre arrange this directly with the hotel on 01491 878800 or e-mail to reservations@swan-at-streatley.co.uk.

Arrival & Car Parking Facilities

- All guests should use the main entrance of the hotel, where there is easy access from the car park. There is a concrete ramp which leads to the hotel main entrance this ramp gradient is suitable wheel chairs and for guests who find steps difficult to negotiate.
- The car park has 2 designated car park spaces for disabled guests. This facility is complimentary to all guests who stay at the hotel or use the hotel facilities.
- Valet parking is available if required.
- If you require assistance with luggage, equipment or guidance our concierge service is available 24 hours.

Main Entrance & Reception

- The hotel main entrance has two steps and a concrete ramp leading into the reception area of the hotel. The concrete ramp has a small safety wall.
- If you arrive by car, the hotel main entrance is on the right-hand side. You will be able to drop off luggage at the main entrance before parking your car.

- The main reception desk is situated directly in front of you when you enter the hotel.
- The concierge service is arranged from the main reception desk.
- There is a seating area to the left and to the right in the reception area.
- Evacuation policy information is provided in each of the bedrooms. This information can also be provided in larger print on request.
- We have 9 ground floor bedrooms of which 2 are especially designed for guests with disabilities and require a wheel chair for mobility. These rooms are situated to the left of reception and have level access.
- Cygnetures Restaurant, Cygnet Bar and the River Terrace are situated to the right of reception. There is a small ramp to the left of reception leading to the Restaurant area and assistance is provided if required.
- The hotel is fully carpeted throughout with the exception of part of Cygnetures Restaurant, which has a wooden floor.
- The River Terrace area has a concrete slab floor covering and has a level access on to the Terrace from the Cygnet Bar.
- The conference facilities are all situated to the left of reception.
- Venus Spa our leisure facility is situated to the left of reception at the end of the ground floor corridor and has level access.
- Familiarisation of the hotel will be given where required.

Public Areas – General (Internal)

- There are 2 sets of public toilets, one by the restaurant and one by the conference facility. We also have a unisex toilet for guests with disabilities, by our conference facility and this also offers a baby changing facility.
- This toilet has a non-slip floor surface. There are safety rails either side of the toilet cistern and a safety rail by the wash hand basin. The baby-changing table folds up against the wall and is secured.

Cygnetures Restaurant, Cygnet Bar, River Terrace and Drawing Room.

- **Cygnetures Restaurant** is situated on the ground floor to the right of the main reception and overlooks the River Thames.
- The restaurant entrance is adjacent to the Cygnet Bar. As you enter the restaurant the floor is carpeted. There are two sections within the restaurant and floor material in this section is parquet flooring. There is a small step on one entrance. The second entrance is on a slope and so suitable for wheelchair access.
- The tables have a central column and all of the same height.
- The chairs used in the restaurant are tall high backed and without arms.
- The restaurant has excellent natural daylight and mood lighting and table lamps used during the evening.
- For further information please visit our web site at www.swanatstreatley.co.uk
- **The Cygnet Bar** which overlooks the River Thames is situated on the ground floor to the right of the main reception.
- Seating situated opposite the bar and in the bay window area overlooking the River Terrace.
- We offer a full range of draught beers, spirits, wines, soft drinks and hot beverages.
- We offer table service but drinks can also be served at the bar.
- **River Terrace** is situated outside the Cygnet Bar and over looks the River Thames. The Terrace is a raised area with level access from the bar; there is

access to the towpath by the river itself. There are two routes to access the towpath. The first is at the centre of the River Terrace and has four narrow steps leading down to the towpath. The second route is to the left of the River Terrace and there are 3 wide shallow steps down on to the Towpath.

- We offer a full menu and open throughout the day from 10am to 10pm.

Laundry

A full laundry and dry cleaning service is offered. Bags are available in bedrooms and are collected from bedrooms before 10am each day and returned by 5 pm, this service is available only on Monday to Friday.

Contact Information

The address is The Swan at Streatley
Streatley on Thames
Streatley
Berkshire
RG8 9HR

Telephone 01491 878800

Fax 01491 872554

E-Mail sales@swan-at-streatley.co.uk

Web site www.swanatstreatley.com

Hours of operation: 24 hours