

Access Statement For Canterbury Cathedral Lodge

Introduction

The hotel is located within the grounds of Canterbury Cathedral and contains 35 rooms in total; double, twin, single and one flat, which caters for 4 people. 6 of these rooms (including the flat) are located in an adjacent building with self-catering facilities. All of the 29 rooms located in the main centre are set out over two levels and there is lift access. The 6 rooms located in the adjacent building are located on the second floor and guests should note that there is no disabled access in this building.

We aim to cater for the needs of all visitors with friendly and helpful staff who are on-hand to assist guests 24 hours a day. Please feel free to call us if you have any specific questions.

Pre-Arrival

- Our website is www.canterburycathedrallodge.org
- Bookings can be made by e-mail, telephone or fax - see contact details below.
- We are an equal distance from both of Canterbury Train Stations. Both Canterbury East and Canterbury West are approximately 0.5 miles away.
- Canterbury Bus Station is located less than 0.1 miles away and has regular services to the surrounding area and London.
- Taxis are generally available at the bus and train stations in Canterbury, but we can book for you in advance on request.
- We are located within the Canterbury town centre, within the Cathedral grounds.
- We do not allow guests to bring pets.

Arrival & Car Parking Facilities

- We are allocated 15 parking spaces within the Cathedral grounds - these must be reserved when making a room booking and car details must be provided.
- Should we be unable to provide a parking space the nearest public car park is less than 0.1 miles away and guests can purchase 24 hour

permits from us at a cost of £5.00.

- Entrance to the Cathedral grounds is via the Postern Gate between 7am and 6pm, and via the Christchurch Gate between 6pm and 7am. There is a Security Barrier at the Postern Gate.
- Guests arriving after 9pm will have to ring the bell to the left hand side of the Christchurch Gate to alert the Cathedral Wardens to their arrival.
- There is a short, paved, uncovered walkway up to Reception, which is slightly sloped. There are no steps.
- You can contact us prior to arrival by calling our Reception Team on 01227 865350. Although there is a member of staff on duty 24 hours a day, Reception cover is from 7:30am to 10pm.

Main Entrance & Reception

- All guests should use the main entrance.
- There are no steps in the Reception area.
- The Reception desk is immediately on the right through the main entrance.
- There is one seat in the Reception area; more seating is generally available in the Library, which is adjacent to the Reception area.
- The Reception desk is 108cm high, with a lower shelf at 73cm high for wheelchair users to use for registration.
- There is a lift located along the corridor from Reception, through three fire doors, each measuring 83cm wide.
- Additional keys to most rooms are available on request and subject to availability.
- The Refectory, where breakfast is served, is located opposite Reception.

Public Areas - General (Internal)

- The lift has automatic doors.
- The hotel is located over two levels.
- The ground floor has 13 bedrooms, Refectory, Reception, Restrooms and Library.
- The first floor has 16 bedrooms, the Common Room (available for hire only) and access to the Campanile Garden.
- There are no steps in public areas, except those between floors.
- Public areas have either tiled floors or are carpeted.

- There are no public telephones available.
- Doors are wood and glass, and are not automatic.
- All corridors are at least 100cm wide or more.
- Pets are not permitted on the premises.
- There are no hand rails in public areas, with the exception of staircases.
- Nearly all walls are white with natural wood skirting boards and doors.

Public Areas - WC

- There are 2 sets of public toilets; one in Reception and one in the Auditorium, and there are no steps.
- Both sets of toilets have a unisex toilets adapted for mobility impairment:
 - Both toilets are 160cm x 200cm.
 - Emergency pull cord
 - Vertical and horizontal grab rails next to toilet and sink.
 - Horizontal grab rail on the inside of the toilet door.
 - Doors are 93cm wide.
 - Lever tap
 - The toilet is 44cm high
 - The sink is 70cm high
 - Bathroom suite is white, walls are light grey, sanitary disposal unit is dark grey.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- There is a Library and Gardens which are generally open for guest use. Guests can ask for drinks via Reception to be served in the Library or Gardens, or in their rooms.
- Seating in the Library is low couches and bucket chairs. There are also low tables.
- Continental breakfast buffet is served in the Refectory each morning; 7:30am at 9am on weekdays and 8am to 9:30am at weekends. There are banqueting staff present to assist guests.
- The Refectory has a wooden floor and a high ceiling and lighting is generally daylight to due large glass sliding doors on one side.
- We endeavour to cater to any dietary requirements; please inform staff when booking.

- We serve lunchtime and evening meals for pre-booked groups only.
- All crockery is white.
- Smoking is not permitted anywhere in the building.
- Bar tariffs can be seen on request at Reception, or by asking a member of staff.

Laundry

- We can offer a Laundry Service to guests on request at Reception.
- Prices:
- T-Shirt £2.50
- Jumper £3.00
- Skirt/Trousers £3.50
- Shirt £2.50
- Vest £1.50
- Underpants £1.50
- Socks £1.50
- Bras £2.00

Shop

- There is a Cathedral Gift Shop located within the Cathedral Grounds. This can only be accessed on foot via a sloped pavement. It can also be accessed from the street.
- There are also drinks and a limited amount of additional toiletries (other than those which are complimentary within the rooms) available for purchase from Reception.

Treatment room/s

- There are no treatment rooms.

Leisure Facilities

- There are no leisure facilities.

Outdoor Facilities

- There are three outdoor garden spaces.
- The Campanile Garden is located via a narrow sloped pathway, or

via steps from the second floor of the hotel. It is a flat, grassy space and overlooks Canterbury Cathedral.

- The Refectory Garden is located outside the Refectory, close to the Reception area. This paved with a small grass area to the left.
- The Quad Garden contains the pathway which leads to Reception and is a flat grass area.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- The Library is located on the ground floor opposite Reception, and although it is generally open for guest use, it is sometimes used for conferences and meetings. A description of standard tables and seating in the Library is above.
- The Common Room is for hire only and is located on the first floor. There are no steps.
- The Conference Centre is for hire only and houses three main conference rooms; The Clagett Auditorium on the ground floor, and the Dean John Simpson Room and the Canterbury Room on the first floor. These two first floor rooms can combine to become the Kentish Barn, which can hold a maximum of 200 people. There is lift access; please inform of any lift access required at the time of booking. There are toilets on the ground floor.
- All conference rooms in the Conference Centre have hearing assistance systems (headphone or portable loop)
- The Clagett Auditorium can hold a maximum of 250 people and contains a stage for speakers. There are a small number of steps up onto the stage.
- Seating is moveable in all the rooms described above and set up required should be detailed at the time of booking.

Bedrooms

- We have four bedrooms (all standard doubles) with bathrooms adapted for wheelchair users; two on the ground floor and two on the first floor. These have wet room style showers, with no steps, and a shower chair. They also have raised toilets and grab rails around the sink, toilet and shower.
- There is an emergency cord in each wheelchair adapted bathroom - this alerts Reception to assist the guest.
- Televisions have remote controls.

- There is a desk and chair in each room.
- The doorway to enter each room is 78cm wide.
- All rooms have carpeted bedrooms and tiled bathrooms. Wheelchair adapted bathrooms have a metal grill for the shower area to allow water to drain away.
- There are three lights in each bedroom with switches on a lower level than is standard for easy reach of wheelchair users. There are light switches above all beds.
- We have a combination of twin, double and single rooms, along with a flat for up to four people (not accessible for those with mobility impairments). Bed sizes are standard doubles (135 x 190cm) and standard singles/twins (90 x 190cm).
- Six of our rooms, located in the adjacent building (Burgate) are located on the second floor with no lift access.

Bathroom, Shower-room & WC [Ensuite or Shared]

- All rooms have ensuite facilities.
- 33 of our 35 bedrooms have showers only.
- 1 bedroom located in the Burgate building has a bath only with a shower attachment.
- Our flat has a shower above a bath.
- All bathrooms have tiled floors.
- All bathrooms containing showers only have glass doors which open outwards, with the exception of our four wheelchair adapted rooms which have shower curtains (see above for more details of wheelchair adapted bathrooms).
- The flat has a glass shower screen attached to the bath.
- All showers, except those adapted for wheelchair users, have a small step up into the shower tray.
- There is a twist/turn temperature adjuster for shower temperature and power.

Self-Catering Kitchen

- There is a self-catering kitchen within our Burgate accommodation (detailed above). This is shared between five rooms and is located on the same floor as the accommodation. The flat, on the same floor again, has its own private kitchen.
- Each kitchen has an electric cooker with hobs, a microwave,

washing machine, fridge, kettle, sink, and a limited amount of cutlery and crockery.

- Each kitchen has laminate flooring.

Caravans, Holiday Homes & Twin Units

- N/A

Touring Facilities (Holiday Parks)

- N/A

Boats - Narrow Boat, Cruiser & Hotel Boat

- N/A

Attractions (Displays, exhibits, rides etc.)

- N/A

Grounds and Gardens

- For more information on accessibility with Canterbury Cathedral and its grounds, please call 01227 762862 or visit <http://www.canterbury-cathedral.org/visit/information.aspx>.

Additional Information

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Contact Information

- Address: The Precincts, Canterbury, Kent, CT2 7QY
- Telephone: 01227 865350
- Fax: 01227 865388
- Email: stay@canterbury-cathedral.org
- Website: www.canterburycathedrallodge.org
- Hours of operation: 24 hour staffing, with main Reception cover from 7:30am to 10pm
- Emergency number: Night Porter Telephone: 07500 359497 or reach

the Reception Desk from your room on 80.

- Local accessible taxi numbers: Cab Co: 01227 455455

We welcome your feedback to help us continuously improve if you have any comments please let us know via the contact details above.