



## Overall policy and approach

The Manor House aims to provide a welcoming, friendly environment, which is supportive to delegates and visitors with disabilities.

## Facilities at The Manor House

The Manor House is a late Victorian building, built on a sloping site, just outside the town of Godalming. It may be difficult for people with mobility or sensory difficulties to use some of our facilities independently.

We are working to overcome some of the problems inherent in the design of the building. However, we have a positive outlook, and will make every reasonable effort to ensure that delegates and visitors can be accommodated. If you have mobility or sensory difficulties, please advise us in advance by contacting your host or our conference co-ordinator on 01483 413020.



## Parking

The car park is surfaced with compacted gravel. There is one parking space allocated to disabled guests. This is located within 6 metres of the main entrance.

## Accessibility to the main building

Access to the main entrance, which is at ground level, is across flagstone paving. The outer entrance door is easily opened. The inner entrance door is old and heavy, so delegates needing assistance can ring from the phone in the entrance lobby. The phone is also accessible to wheelchair users. There is a small step (40mm) down into the reception area. This can be ramped.

## Accessibility within the main building

### Basement

The basement houses a meeting room used for creative thinking and teamworking. There are also toilets located in this area.

Access is solely by staircase and so is not accessible to those in a wheelchair. There are stairs of a standard height and width on one side only.

The toilets have extra wide cubicles and lever operated taps.

### Ground floor

The ground floor comprises three conference rooms, restaurant, bistro, bar and a toilet adapted for disabled use.


There is good access throughout and all the rooms are on one level, except the bistro. Here, there is a 174mm step which can be made accessible with a portable ramp.

In the reception area, a section of the reception desk has been lowered to accommodate those in a wheelchair.

### First floor

The first floor area comprises seven conference rooms and male and female toilets.

Unfortunately, there are no lifts at The Manor House, so access is solely by staircase.



There are 24 stairs of a non-standard height and width, with hand rail on one side only. With advanced notice, training can be scheduled in ground floor rooms.

## Accessibility within the main building (continued)

### Second floor

There are 13 en suite double bedrooms on the second floor, accessible by a steep staircase.

There are 20 stairs of non-standard height and width, with a handrail on one side only.

The bedrooms are not accessible to those in a wheelchair.

### Sub floor

On this level, there are 18 en suite double bedrooms and a gym with saunas.

Internally, access is via a staircase. This has 20 stairs on a standard height and width, and there is a hand rail on both sides.

External access is via the front entrance and car park, a distance of approximately 65 metres with a slight incline and over compressed pea-sized gravel.

The bedrooms are not accessible to those in a wheelchair.

The gym area has an emergency telephone, whilst both saunas are equipped with push-operated alarms that sound in reception.

## Accessibility outside the main building

### Garden terrace and roof lawn

The garden terrace is of cotswold stone gravel.

Internal, access is via the bistro (see ground floor). At the external door, there is a 390mm step, the depth of which precludes ramping.

External access is via the front entrance and the car park, a distance of approximately 65 metres over compressed pea sized gravel and cotswold stone.

Access to the lawn is up a 180mm kerb stone. This can be made accessible with a portable ramp.

## Specific Disability Provisions

### Visual disability

All bedrooms are equipped with an audible fire alarm. Delegates with guide dogs are welcome and staff are happy to assist guests around the building. The majority of staff have received appropriate training from Guildford Guide Dogs.

### Hearing difficulties

Four bedrooms are equipped with flashing beacons to alert guests when the fire alarm sounds.

The main reception area and the Porter and Juran rooms are fitted with an induction loop system.

A portable induction loop system is available for smaller meetings or syndicate work.

### Dietary needs

Breakfast and lunch are self service, but our staff will help fetch and carry. At lunchtime, a hot and cold buffet is available and dinner is a three course meal. Our kitchen team make every effort to accommodate dietary needs. Advance notice of such requirements is helpful.

### Healthcare

There are no medical facilities on site. There is a local GP practice two miles away and a general hospital six miles away.

Several staff members have received training in First Aid and Emergency Aid.



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