

## **Accessibility Statement**

The Victoria Inn is constantly striving to exceed customers' expectations in terms of the general hospitality experience, whether or not they are able bodied or have disabilities. We aim to provide the highest standards of service to all our guests and encourage this through our company ethos and dedication to maintaining and progressing staffing standards. We look forward to welcoming you to the Victoria Inn and making your stay and experience with us an enjoyable one.

The building dates back to the early 1800's and therefore there are some factors relating to it where there is an ongoing challenge in complying with the Disability Discrimination Act 1995

### **Communication**

We aim to inform our guests of facilities that are in place through our web site, or by telephone / e mail communications. If you have any further enquiries please do not hesitate to contact us.

For assistance prior to arrival please contact us either by telephone or email.

We are located on Fore Street, Salcombe, right in the very heart of the town within metres of the shops, which include art galleries, clothes shops, gift shops and a traditional family bakery – all within easy walking distance.

The nearest Train Station is Totnes about 30 minutes away with buses going from Kingsbridge and local taxis. We provide assistance as requested by guests as part of our service policy and are more than happy to do anything possible to enhance our guests experience here at the Victoria Inn

### **Upon Arrival**

- Parking is available directly opposite the Victoria Inn for 1 hour in the summer months or 2 / 3 hours the rest of the year. There is longer term car parking about 10 minutes walking distance.
- If booking in for the en-suite letting rooms just contact a member of staff upon arrival at the Victoria Inn.
- There is no detailed welcome point.

### **Main Entrance**

The entrance to the Victoria Inn leads directly onto the pathway, and there is a small step into the pub itself. There is a gently sloped pathway to the side of the pub that leads into the garden. In the pub itself there is a small step into the restaurant area and a flight of steps internal to the building to reach the garden or upstairs area. The lounge area is to the right of the main entrance. Due to the age and layout of the building an elevator installation has not been possible.

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## Outdoor Facilities

- At the back of the Victoria Inn is a sun terrace area with tables and chairs, and a large garden. There are steps to go onto the grassed area, but rope handrails for assistance on three out of the four flights of steps

## Bedrooms

- There is a flight of 10 iron steps to climb to access the 2 en-suite bedrooms, spread over 1 floor
- There are no fridges in the rooms but we can assist if guests need medication refrigerating
- All of our bedrooms have natural day light as well as ceiling lights & bedside lights.
- The rooms are all non smoking.

## Additional Information

- If you require any assistance during your stay please inform any of the team at the Victoria Inn
- Should the fire alarms sound, please assemble at the car park opposite the Victoria Inn.
- Our staff have emergency training which includes disability awareness training.