

## Introduction:

Welcome to Lingfield Park Marriott Hotel & Country Club's Accessibility Guide. We are committed to ensuring that all guests, regardless of their abilities, enjoy a comfortable and inclusive experience at our establishment. This guide is designed to provide information about the accessibility features and services we offer to make your visit as enjoyable as possible.

## Contact Information:

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Website: [Website]	<a href="https://www.marriott.com/en-us/hotels/lgwgs-lingfield-park-marriott-hotel-and-country-club/overview/?scid=f2ae0541-1279-4f24-b197-a979c79310b0">https://www.marriott.com/en-us/hotels/lgwgs-lingfield-park-marriott-hotel-and-country-club/overview/?scid=f2ae0541-1279-4f24-b197-a979c79310b0</a>

## Physical Accessibility:

### Entrance and Exits:

Situated on the ground floor our reception team will welcome you in our lobby with easy access to the outside or to the bedroom through our lifts.

### Parking:

Over 10 accessible spaces are available around the front of the hotel, as well a pick up/drop off point in front of the hotel.

The hotel has a door entry buzzer system at the main entrance, which allows guests to request a member of the team to the front door, or an electric door for easy wheelchair access.

### Interior Spaces:

Our bar and restaurant are situated on the ground floor with easy access to the lift to access the three floors of the hotel. Our accessible rooms are equipped with wider doorways, roll in showers or wetrooms.

### Restrooms:

Accessible toilets are available on the ground floor next to reception equipped with grab bars, lowered sinks, and accessible stalls.

## Visual Accessibility:

### Signage:

Use of clear and visible signage throughout the property, including tactile signage.

**Lighting:**

All public rooms have plenty of natural light.

All bedrooms and corridors are well lit with contrasting flooring and walls.

**Contrast and Colour:**

We are using a high contrast colour scheme for all our signage

**Hearing Accessibility:****Assistive Listening Devices:**

Available at reception on request

**Visual Alerts:**

Deafguard equipment is available at reception on request

**Services and Amenities:****Communication:**

In the unlikely event of an emergency evacuation, we have facilities on each floor of the hotel to support guests that require additional assistance. We have emergency evacuation chairs and operate a PEEPS procedure. If you require assistance, please contact the hotel prior to your stay and advise the team.

**Dining:**

Our dining areas are accessible with manoeuvrable spaces for wheelchair users.

Staff are trained to assist guests with specific dietary requirements.

Large print menus are available upon request.

**Assistance and Support:****Staff Training:**

Staff members are trained to provide assistance for guests with specific communication needs.

**Service Animals:**

Guests with disabilities are welcome to bring their service animals.

Please inform us in advance for a seamless stay.

**Feedback and Suggestions:**

We welcome feedback on our accessibility services. Please contact [dteissonniere@lingfieldpark.co.uk](mailto:dteissonniere@lingfieldpark.co.uk) to share your thoughts and suggestions.

Should you require assistance during your stay please contact reception and our Team Members will be happy to do all that they can to assist. Please note, however, the hotel cannot offer personal care.