



The Abbey Accessibility Guide

Here at The Abbey, we understand that every guest has different needs and requirements during their stay. We are committed to ensuring our facilities are accessible for all, and aim to provide as much information about our accessible facilities as possible.

Arrival At The Abbey

LOCATION AND TRAVEL

We are located in Great Malvern, nearby to the M5 and M50. The M40, M1, and M6 are also easy to reach, and driving from London takes roughly 3 hours. The closest airport is Birmingham Airport, which is just less than 60 miles away.

We offer ample 24 hour free parking. Blue badge parking spaces are located at the entrance to the car park, as well as near to the entrance of the Elgar Suite which is located at the side of the building.

Trains run regularly from Great Malvern Station to London Paddington and the journey time is 2 hours and 40 minutes. There are also direct trains to Birmingham New Street with a journey time of 55 minutes. The station is a 15 minute, uphill walk to the hotel and offers step free access.

An accessible taxi service is available from Access Taxis. They have wheelchair accessible and tail lift wheelchair accessible vehicles, as well as experience in helping guests with visual impairments and other requirements. To book their services, they can be reached on 07749 621594 or by emailing matt@malverntaxis.com.

ENTRANCE



The main entrance to the Hotel Reception is not wheelchair accessible. A wheelchair accessible entrance is available to the right of the main entrance, down a small ramp. The entrance is located within the car park, and we invite guests to drop luggage off in front of the hotel before parking. From the accessible entrance is lift access to Reception.

We do not have any wheelchairs available within the hotel for guest use. Mobility scooters can be charged on request.



CHECK IN

All guests will check in at The Abbey Reception, which is located just inside the main entrance on the ground floor. There is a separate seated area where guests unable to reach the check in desk can be checked in by our team.

Upon check in, guests with mobility, hearing, visual or cognitive impairments are asked to complete a Personal Emergency Evacuation Plan. This is required in order for us to ensure your safety during an emergency. If you would like to see a copy of this Personal Emergency Evacuation Plan before arrival, please email abbey@sarova.com.



Staying At The Abbey

BEDROOM LIFT

Bedrooms at The Abbey are accessible via the guest lift on the ground floor and lower ground floor. The lift is wheelchair accessible and has voice notifications.

The hotel has an evacuation chair and trained personnel to execute this task in an emergency situation.



ACCESSIBLE BEDROOMS

The Abbey has two fully accessible bedrooms for customers with mobility issues, wheelchair users. These are located on the ground floor and accessible via the lift.

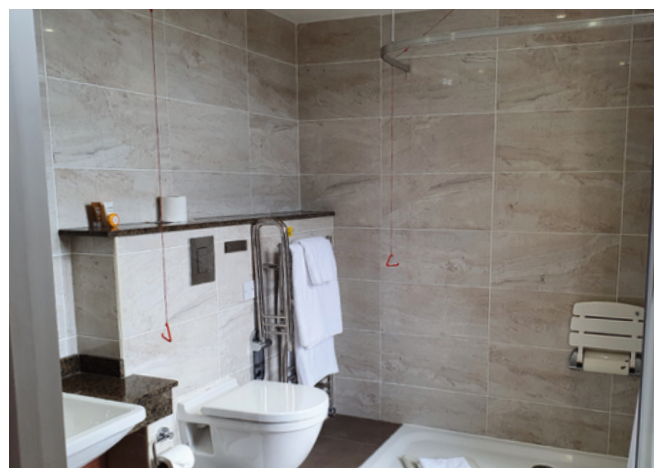
These accessible bedrooms have:

- Assistance pull cords by the bed
- Audio fire alarms
- Vibrating pillow pads
- Accessible bathrooms



ACCESSIBLE BATHROOMS

Our two accessible bedrooms both feature bathrooms with wheelchair accessible showers, grab rails, a wall seat and ease of use plumbing fittings for mobility impaired guests. Emergency pull cords are located in the showers and by the toilets. Toilets have a fixed grab rail and an adjustable grab rail.



Some of our other bedroom categories feature bathrooms with walk-in showers, suitable for guests with mobility concerns. Bathroom aids can also be provided for these rooms, including raised toilet seats, mobile hand rails, shower stools and chairs.

Dining At The Abbey

PRIORY VIEW LOUNGE BAR

Priory View Lounge Bar serves snacks, drinks and meals throughout the day. It is located on the ground floor of The Abbey, with direct access from Reception. The lounge is carpeted, there is ample space between furniture, and chairs and tables of different heights are available. This area can be reached from the accessible entrance on the lower ground floor via the lift.



PRIORY VIEW RESTAURANT

Breakfast is served daily in Priory View Restaurant and the restaurant is also open for dinner on selected week days. Priory View Restaurant is located on the lower ground floor. The restaurant is carpeted throughout, and various types of seating is available.



ACCESSIBLE TOILETS



The public accessible toilet is located on the lower ground floor near the restaurant. The accessible toilet feature fixed grab rails and emergency pull cords.

General Information

MEETINGS & EVENTS

The Abbey has multiple meetings and events suites which are used to host events, conferences and parties of all sizes. All of these suites are located on the ground floor and fully accessible to wheelchair users, with the exception of the Elgar Suite. The Elgar Suite features it's own entrance on the lower ground floor in the hotel car park. All meeting and events suites are fully carpeted, and offer natural daylight. There is ample space between all furniture and most suites offer the flexibility to be set up in any layout.

EXTRA DETAILS

Assistance dogs are welcome at The Abbey, and visually impaired guests can benefit from voice notifications in the lifts.

Additional adaptive equipment for bedrooms can be requested, including shower chairs and raised toilets seats for non-accessible bedrooms. Hearing impaired guests can request pillow alarms and flashing fire alarm lights, please enquire about availability prior to arrival.

The Abbey extends a warm welcome to all guests, and please be assured that assistance is always available from our friendly team. If there is anything we can do to make your visit more comfortable, please let us know.