

Access Statement for Half Moon Hotel & Restaurant

Introduction

The hotel is situated on the main road entering the town, we have 16 en suite rooms comprising of 2 single, 7 double, 5 twins and 2 family. The rooms are situated on the ground and first floor.

We aim to provide the highest of standards of service to all our guests in our small family run hotel. We look forward to welcoming you and making your stay an enjoyable one. If you have any queries please don't hesitate to contact us.

We offer the following services and facilities:

Pre-Arrival

- All rooms have direct dial telephones and free wireless broadband internet access.
- The centre of town is a two minute walk from the hotel.
- Alford has two banks in the town centre with a t m machines.
- The bus stop is in the centre of town.

Monday to Saturday buses run from Alford to Skegness.

Tuesday, Wednesday and Saturday there are services from Alford to Louth.

Wednesday there is a service from Alford to Boston.

For more details on local bus services telephone Hunts Coaches on 01507 463000 or go to www.hunts-coaches.co.uk.

- The nearest train station is 15 miles away at Skegness.
- Three local Taxi services operate in the area numbers can be obtained from reception.
- We do not allow pets in our rooms but the nearest boarding kennels is 2 miles away.
- The nearest mobility shop is across the road from the hotel and provides wheelchair and mobility scooter hire contact Askews on 01507 462936 open 9am till 4pm Tuesday to Saturday.

Arrival & Car Parking Facilities

- We have a large free private gravel car park which you access by turning between our hotel and the white horse pub.
- We have one reserved disabled car parking space. This is paved and situated directly next to the gate.
- Check in is available from 2pm and all the staff will be pleased to assist with luggage.

Main Entrance, Reception & Ticketing Area

- Entrance to reception from the car park.
Through the gate, there is a slight ramp which is block paved turn left past the garden swing, pass through the covered garden seating area which is concreted to another block paved ramp or steps directly into reception. This entrance has a pull door on a self closer and a slight raise on entrance.
- There are three front entrances all doors are on self closers. The first is directly into the restaurant and is only open during restaurant hours 12 - 2pm. 10cm step at door.
- The second is the entrance to the lounge bar (13cm step) you have to proceed through 2 staggered doors straight through the bar into reception and the third is the entrance to the public bar (10cm step). Proceed straight through the two doors and turn right through the swing door into the lounge bar into reception. All the front entrances have a raised step on them
- Reception is to your right when accessed from the car park.
- The reception desk is open and 105cm high at the front and 71cm high at the side. Registration forms can be filled in whilst seated in the reception area.
- The reception form can be filled in for you and will just require a signature on request.
- The bars are in front of reception and the restaurant is situated just to the left of the lounge bar when you are situated in reception.
- The floor in reception, the bars and restaurant are all carpeted and on one level.
- Familiarisation is given at check in.

Public Areas - Hall, Stairs, Landing, Corridors etc

- Public areas are carpeted and one level.
- White skirting in all areas and walls are painted light colours in all corridors.
- All public areas are well lit with spot lights, lamps and wall lights.
- Ramp in corridor up to Gents toilets, handrail on right at 90cm high.
- Corridor is 135cm at narrowest point and 200cm at widest.
- Hotel guest access is on two levels, ground and first floor.
Rooms 1 - 4 are reached by an internal staircase which is 90cm wide and carpeted. There are 14 steps which are 16cm high and have a tread of 30 cm.
- An external metal staircase gives access to the other rooms. There are 12 steps 90cm wide, 20cm high and they have a tread of 26cm.
- Rooms 5 - 10 can also be accessed via the internal staircase.
- Rooms 11 - 15 are on the ground floor

Public Areas - Sitting room, lounges, lobbies etc

- 2 seat and 3 seat sofas in reception area. Both of these are 36 cm high off the ground.
- Magazines and daily newspapers are available to read.
- There are also two large spacious bars, a lounge bar and a public bar.

Public WCs

- There are two sets of public toilets, one to the rear of the restaurant and one situated in the corridor behind the bar.
- The restaurant toilets have two cubicles, one for gents and one for ladies, the entrance door is a push door which is 80cm wide. The entrance is carpeted and each cubicle has a quality vinyl floor.
- The Ladies cubicle is 163cm * 96cm and has two horizontal handrails at 70cm high.
- The Gents cubicle is 106cm * 102cm and also has two horizontal handrails at 70cm high.

- The hand basin is 80cm high and has lever taps.
- The hand dryer is 130cm high and the towel rail is 80cm high.
- The public toilets are accessed by turning right after reception and following the corridor along, both have fully tiled floors.
- The entrance to the Ladies and Gents have a push door a short corridor (168 cm Ladies) (190 cm Gents) and another push door at a right angle to the first door. The Gents has a 10cm step at the first door.
- The Ladies has five cubicles, the first three are 74cm * 166cm and the next two are 112cm * 140cm.
- Cubicle 5 has 2 horizontal handrails at 68cm and 70cm and a vertical rail with the base at 84cm.
- There are three hand basins all at 90cm, 1 of them has lever taps. The hand dryer is 132cm high.
- The Gents toilets have two cubicles 74cm * 160cm. Cubicle two has a vertical handrail the base of which is 90cm and a horizontal one at 70cm.
- The urinal is 60cm high and has a horizontal handrail at 120cm high.
- The two hand basins are 90cm high one of which has lever taps.
- The hand dryer is 143cm high.

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

- Breakfast is served in the main restaurant, room numbers are placed on the table for allocation.
- Lunch and Dinner can be eaten in the bars or the restaurant.
- The restaurant is carpeted throughout.
- The restaurant has tables comfortably spaced to allow privacy and ease of movement. None of the furniture is fixed and can be easily moved.
- The chairs are available with or without arms.
- Tables are high enough to accommodate standard wheelchairs.
- Restaurant tables are allocated and a member of staff will show you through to your table.
- A member of staff will always be prepared to go through the menu with guests.
- Lighting is very good in the restaurant and there are tables next to windows on request at time of booking.

- Crockery is predominantly white.
- We are able to cater for special dietary needs, please advise staff on booking.
- Table service is standard in the restaurant.
- Toilets are as described in public toilets section.

Laundry

- A laundry service is available seven days a week, items handed in to reception by 8.45 am will be returned by 6.30pm the same day. For prices please see directory in each room or ask a member of staff.
- There is also a launderette within walking distance in the town.
- Irons and ironing boards are available on request at reception.

Conference & Meeting Rooms, Banqueting

- The function room is to the rear of the building on the ground floor and can be accessed through the hotel or by its own entrance.
- We are licensed by Lincolnshire County Council to hold civil ceremonies.
- The stage goes across the far end of the room.
- There is access to microphones, amplifier, cd / dvd player, flip chart stand and a projector.
- A permanent induction loop is connected in the function room.
- Lighting is adjustable in the function room.
- Furniture is totally moveable and the room can be set up to suit your occasion.
- Free wi-fi available.
- Photocopying and fax are available
- the function room has its own private bar.

Clubs & Entertainment

- The following clubs are held in our function room and further details about the room facilities can be found under the function room section.
- Acoustic club: every 1st and 3rd Wednesday of the month.
<http://www.alford.info/acoustic/index.html>
- Jazz club: every 2nd and 4th Wednesday of the month.
<http://www.alford.info/jazz/index.html>
- u3a hold various clubs on a Monday - Friday, and the general meeting is on the third Thursday of each month.

Bedrooms & Sleeping Areas

- We have 16 rooms comprising of 2 single, 7 double, 5 twins and 2 family, all of these are en suite.
- All of our rooms are strictly no smoking.
- We have one double and three twin rooms situated on ground floor level.
- All of our beds are pine frames with good quality firm mattresses. They are 58 cm high and have gap of 28cm from the floor underneath.
- All the rooms are provided with bedside lamps, remote control colour televisions with teletext, clock radio alarms, trouser presses, tea and coffee making facilities, hair dryers, direct dial telephones all with raised number five, free wi-fi, pads and pens, luggage stands and fans.
- The two single rooms are furnished with a single bed, wardrobe, bedside table, dressing table/desk.
- The double rooms are furnished with a standard double bed, wardrobe, bedside tables, chest of drawers, dressing table/desk, coffee table, stool and either chairs or a sofa.
- The twin rooms are furnished with a standard double bed, a single bed, wardrobe, bedside tables, chest of drawers, dressing table/desk, coffee table, stool and either chairs or a sofa.
- The first family room is furnished with a standard double bed, two single beds, walk in wardrobe, bedside tables, chest of drawers, dressing table/desk, coffee table, stools and a chair.

- The second family room is furnished with a standard double bed, a single bed, bunk beds, wardrobe, bedside tables, chest of drawers, dressing table/desk, coffee table, stool and chairs and a sofa.
- All of the beds are made with synthetic duvets and two pillows per person

Bathroom, Shower-room & WC [En suite]

- All of our rooms are en suite, none of them have baths all have showers.
 - The bathrooms have good quality vinyl floors and wet areas on the wall are tiled.
 - All of the bathrooms are provided with hand wash and moisturiser in pump dispensers above the wash basins and shampoo and shower gel in the showers.
 - The showers have glass doors which pull to open and the shower trays are 23cm high.
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- Room 15, our disabled room has a tiled walk/push in shower with no step. It has a pull down seat at 50cm high and hand rails at 74cm and 75cm.
 - The shower controls are 80cm high, and the height of the shower head is adjustable.
 - The toilet is 48cm high and has a right to left transfer. The pull down rail on the right is 70cm high. The vertical rail on the left starts at 80 cm and the horizontal rail is 70cm high.
 - There are two wash basins in the bathroom, one at 80 cm high with standard taps and one at 73cm with a mixer lever tap.
 - There is an emergency pull cord in the bathroom which sounds outside the room with a flashing light. The alarm can also be heard at reception.

Grounds and Gardens

- We have a large garden with lawns, flower beds, trees and paved areas
- There is a large permanent garden swing built in the garden on a small lawned area.
- Everyone is very welcome to enjoy the garden at all times.
- The garden is all on one level and is adjacent to the car park at the rear of the hotel.
- There are benches situated all around the lawn.
- Tables and chairs are all around the paved areas.

Additional Information

- One of the proprietors is proficient in BSL.
- In the event of a fire there are sensors and break glass points situated all over the hotel. An alarm sounds on activation, please advise us if you have hearing impairment and are unlikely to hear this.
- Fire extinguishers are also situated all around the hotel.
- The fire assembly point is on the car park.
- Small portable fridges are available if required please ask at reception.
- Mobile phone reception is generally good around the area, all except for the orange network.

Address:

25-28 West Street
Alford
Lincolnshire
LN13 9DG

Telephone: 01507 463477

Fax: 01507 462916

Email: halfmoonalford25@aol.com

Website: www.halfmoonhotelalford.com

Local equipment hire companies:
Askews 01507 462936

Local public transport numbers:
Hunts Coaches 01507 463000
Traveline - 0870 6082608

Local accessible taxi numbers:
Abs cabs 01507 466888
Mobile 07919 983828

Scamans Taxis 01507 462240

Ians Taxis 01507 466650
Mobile 07984 699715

Future Plans

- We have just renovated the lounge bar and restaurant.
- We have just been granted planning permission to build a registrars office and disabled toilets on the side of the function room.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01507 463477 or email halfmoonalford25@aol.com