

Access Statement

for the Lord Lister Hotel, 1 park street, Hitchin, Herts. SG4 9AH

Introduction

We aim to cater for the needs of all visitors in our 20 bedroom hotel which has a licensed bar. If you have any specific questions please feel free to contact us and we will Endeavour to help.

As the building is a grade 2 listed we are not able to cater for anyone who is not mobile.

Accommodation is only suitable for guests with mobility impairment if they are accompanied to ensure their safety, due to the stairs/steps narrow corridors etc.

Pre-Arrival

The main Train Station is 2 mins away by car. There is a taxi rank at the station.

We have a website. www.lordlisterhotel.co.uk

You can contact us via phone, fax or e-mail (details below).

Luton Airport is 30 mins away, Stanstead is 1 hr away.

Arrival & Car Parking Facilities

The car park is situated at the back of the hotel, access side of hotel through an arch way.

The car park has clearly marked bays, although on a slope.

The car park is well lit up for guests who arrive in the evenings.

The car park is monitored by 24 hour CCTV. However vehicles and their contents are left at owner's risk

Main Entrance, Reception & Ticketing Area

The front entrance has 2 steps up into the main reception area. The front entrance door width is 93cm, the front step is 93cm and the Depth is 16cm. There is a second door with a width of 82cm and a second step, width 11cm.

The back car park entrance has 3 steep steps down into the main reception area. The back door width is 80cm and step is 16cm. The 3 steps down are step 1: 23cm, step 2: 16cm, step 3: 19cm.

There is fitted carpet throughout the hotel.

There is a seating area provided in the reception area.

The breakfast room is off the main reception, which is 79cm wide, along with the lounge and bar. This also has a small step of 11cm up into the room.

There are two staircases in the main reception leading to 16 bed rooms. Both staircases have a width of 87cms.

4 rooms 2 double and 2 singles are in the annex next to the main hotel.

Public Areas - Hall, Stairs, Landing, Corridors etc

The Hotel is on three floors with two sets of staircases leading to them.

All corridors are carpeted and well lit and some are winding due to the Hotel being a listed building.

Public Areas - Sitting room, lounges, lobbies etc

There is a Lounge on the ground floor which has ample seating area to read the newspaper or watch the television.

There is a cosy bar where you can relax with a drink.

As we have stated there are two entrances, both with steps into the main reception area.

Public WCs

There are 5 steps up to the ladies/gents public toilets, which are located on the ground floor.

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

There is a breakfast room on the ground floor with ample seating for you.

The breakfast room has a buffet with a choice of cereals, fruit, yogurt, fruit juices. Then a waitress will take your order teas and coffees, toast, and of course full English breakfast if you wish.

Unfortunately, we do not provide evening meals to guests: however, the hotel has an arrangement with eight highly recommended restaurants located within walking distance of the hotel. (Please refer to the Hitchin Town centre map provided). To receive the discount you simply have to show to staff the Lord Lister Key Ring that is provided at check-in.

Restaurants and discount rates received: -

Café Rouge (French) 20% food only - situated in High Street

Doughty's Brassiere (English) 20% - situated in 87 Bancroft

Strada (Italian) 20% - situated in Sun Street

La Bell Vita (Italian) 10% - situated in Sun Street

Blue Mango (Indian/Thai) 10% - situated in Bucklersbury

Barmeze (Greek / Mediterranean) 10% - situated in Bucklersbury

Regent Cottage (Chinese) 10% - situated in the High Street

Sitar 2 (Tandoori) 10% - situated in Sun Street

Laundry

We can send your laundry to be dry cleaned or washed and will be returned the next day. No service available on Fridays, as they are closed Saturdays or Sundays.

We also have Irons and Ironing boards on request.

Outdoor Facilities

We have a garden at the rear of the hotel, with chairs, tables and umbrellas in the summer.

Our smoking area is also situated in a covered passage that leads to the garden area ash tray are provided for the smokers.

Conference & Meeting Rooms, Banqueting

Our lounge can be used for informal meetings for up to 8 people.

Bedrooms & Sleeping Areas

All bedrooms are en-suite, with either a shower or bath.

We have 2 rooms on the ground floor, one is a double bedroom and the other is a single bedroom both these rooms are in annex of which there is one step to the building.

All of the bedrooms have free wireless connection.

Attractions (Displays, exhibits, rides etc.)

Hitchin British Schools Museum - Queen Street

St. Mary's Church - Churchyard

The Priory - Bridge Street

Corn Exchange - Market Place

The Begin Almshouses - Begin Lane

Museum & Library - Payne's Park

Queen Mother Theatre - Walworth Road

Grounds and Gardens

We have a garden at the rear of the hotel, with chairs, tables and umbrellas in the summer.

Our smoking area is also situated in a covered passage that leads to the garden area ash tray are provided for the smokers.

Additional Information

Hours of Operation: The reception is open 7am - 11pm Monday to Friday, and between 8am - 11pm at weekends and Bank Holidays.

There is always someone on the premises and a bell is in reception if anyone gets locked out.

There an intercom system at the front and back door.

And an emergence number is any one needs assistance in the middle of the night.

Address: 1 Park Street.

Hitchin,

Herts.

SG4 9AH Telephone: 01462 432712

Fax: 01462 438506

Email: info@lordlisterhotel.co.uk

Website: www.lordlisterhotel.co.uk

Hours of operation: We are available 24 hour. 7 day of the week

Emergency number: 01462 432712

Local public transport numbers: Railway station Tel. 08457484950

National Express Airport link Tel 0870 5808080

Luton airport Tel.01582 405100

Phone Annette or Terry Kingham at Zenith Cars (07803 499006 or 01707 327773) and they will pick you up at the airport and bring you to the Hotel at a competitive price

Local accessible taxi numbers: Boxalls: 01462 432132

Castles: 01462 432666

Tinys: 01462 434743

Future Plans

We are continually updating and decorating, room by room.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01462432712 or email info@lordlisterhotel.co.uk