

Access Statement For The New Continental Hotel

Introduction

The Hotel is situated in the city centre on the corner of the Crescent and Millbay Road at the top of a gentle slope.

We are an independent Victorian hotel which has recently undergone a refurbishment programme to the bedrooms. We offer 99 en suite bedrooms consisting of twin, double, four poster and family rooms.

Our aim is to provide comfortable accommodation with first class facilities and friendly yet professional service at an affordable price.

We look forward to welcoming you to The New Continental and making your stay an enjoyable one.

We offer the following services and facilities.

Pre-Arrival

- For assistance prior to arrival please contact the front office team on 01752 220782.
- The centre of town is a 5 minute walk from the hotel as are the Hoe and the historic Barbican area of the city.
- A bus service is available from Western Approach and Royal Parade to the various parts of Plymouth and surrounding areas. A national coach service is available from Bretonside bus station which is a 10 minute walk from the hotel. A taxi service is available from hotel reception 01752 220782.
- A train service is available from Plymouth train station which is less than a mile from the hotel approx 15 minutes walking time.
- We are open 24 hours, however response to voice mail messages and e mails may be reduced during 11pm and 7am.

Arrival & Car Parking Facilities

- All guests should use the main entrance at the front of the hotel on the corner of Millbay road, there are 3 steps at the entrance should you require assistance prior to arrival please telephone 01752 220782 we have a level entrance at the side of the building which can be opened by a member of staff prior to arrival. There is a bell at this entrance at 1m high.
- Car parking is available for approx 80 cars and split between 60 in

the main car park at the side of the hotel and 20 in the small overflow car park to the rear of the hotel. The main car park operates on a barrier system and is charged at Â£1.00 per day, an entrance ticket is redeemed for an exit card at reception.

- If assistance with luggage or equipment is required our team of porters are on hand to help, this is limited during 11pm and 7am.

Main Entrance & Reception

- There are no steps in the main reception area.
- The reception desk is located opposite to the main entrance door.
- There are a number of sitting areas in reception.
- The reception desk is 120cm high. Registration can be completed whilst sitting in the reception area and we have clipboards available.
- The duty receptionist will guide you through the check in process.
- The lift to all floors is located to the right of the main reception desk (there are no ground floor bedrooms)

Public Areas - General (Internal)

- The Bar and Restaurant are located on the ground floor to the right of the lifts down the main corridor there are 2 steps halfway along the corridor, ramps are in place.
- The hotel bar has a level entry and is open plan. it has a selection of tables with a mixture of leather sofas and leather armchairs.
- The hotel restaurant can be located at the end of the main corridor. the restaurant is table service only, except for the breakfast buffet.
- All corridors within the hotel are carpeted.
- The leisure complex can be located on the lower ground floor of the hotel. It can be accessed by steps leading down to it (approx 17).

Public Areas - WC

- The ladies and gents toilets are located off the main corridor after the steps and to the right.
- There is a disabled toilet located off the main corridor before the steps and to the left. It provides vertical and horizontal grab rails either side of the toilet, a low level wash basin and an emergency bell. The floor covering is non slip vinyl.

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

- The restaurant has a level entry, there are a selection of tables on the level floor area and the upper floor area has 2 steps up to it where there is a much larger seating capacity. A ramp is available upon request. Lighting is a mixture of wall lights, spot lights and natural daylight.

Laundry

- A laundry and dry cleaning service is available Monday to Friday with the exemption of Bank Holidays. Laundry forms and bags are provided in your bedrooms.
- For same day service, your laundry should be deposited at Reception before 8.30am. Hanging items will be placed in your wardrobe and folded items on the bed by 6:00pm.

Shop

- Not available

Treatment room/s

- There is a treatment room situated within the leisure complex. It has a level entry, a treatment couch and wash hand basin. A full list of beauty treatments is available from leisure complex reception.
- The floor covering consists of non slip floor tiles.

Leisure Facilities

- The leisure complex is open Mon to Fri 7am-10pm, Sat and Sun 8am-830pm.
- There is a level entry from the car park, this brings you into the reception/lounge area.
- Flooring is a mixture of non-slip vinyl and carpet.
- The reception desk has 2 heights 110cm and 90cm.
- There is level entry into both changing rooms, although a step is present once you pass the WC and urinals in the gents changing room. There are individual changing cubicles in the ladies with stools provided to sit on. Clothes hooks are provided in the cubicles and on a

central changing unit.

- Both sets of changing rooms have high and low level lockers operated by a pound coin [returnable].

Outdoor Facilities

- Not Available

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Roma Room level entry off main reception area. Max 70 theatre style.
- Lighting is a mixture of natural lighting ceiling and wall lights.
- Flooring is short pile carpet. Area in front of bar is non slip safety flooring.
- Athena Room level entry off main entrance. Max 150 Theatre style.
- Lighting is a mixture of natural lighting and ceiling and wall lights.
- BOTH THESE ROOMS HAVE CONNECTING SLIDING DOOR WHICH CAN BE OPENED TO FORM ONE LARGE ROOM.
- Ballroom entry is up 2 steps(access ramps are in situ). Max capacity is 350. Lighting is a mixture of wall and ceiling lights.
- Floor covering is short pile carpet, the area in front of the bar is non slip safety flooring.
- Green room is level entry from the lobby area in front of the restaurant entrance.
- Mixture of natural and ceiling lights. Max capacity is 50 theatre style.
- Flooring is short pile carpet.
- Please notify conference organisers in advance if you require any additional services, e.g. specific seating arrangements, additional equipment.
- There are toilets available between all the conference rooms along the main hotel corridor.

Bedrooms

- No Ground Floor Bedrooms
- Bedrooms are arranged on 5 floors
- There is a lift to 5 floors which is accessible from the main reception area.
- There are stairs leading to all 5 floors accessible from the main

reception area

- There are additional stairs leading to some bedrooms
- Some Bedrooms are large enough to accommodate a wheel chair
- Bedrooms available in the following combinations:
- Single 4ft bed,
- Double 5ft Beds
- Double 5 ft and Single 3ft
- Double 5 ft, Single bed 3ft and roll out bed
- Double 5ft, and 3 Single beds 3ft (2 of the single are in an adjoining room)
- Double 5 ft, 2 Single beds 3 ft, roll out bed 3ft, and additional sofa bed
- 2 single 3ft beds making a twin

All the standard Beds are 3ft High

Z beds suitable only for children and travel cots available on request

- Non allergic pillows available on request
- Familiarisation is available on request
- There is an evacuation plan on the rear of every bedroom door
- Flooring is short pile carpet
- There is bedside and either ceiling or wall lighting in all bedrooms
- There are no fridges in the bedrooms
- There is a tea tray with electric kettle and a selection of beverages in all bedrooms
- Room service menu is available 24 hours for beverages and cold snacks and from 10.00am 2.00pm and 6.00pm - 10.00pm for room service cooked meals
- Catering for specific dietary requirements is available (e.g. gluten / lactose/dairy free)
- Bedrooms are primarily non smoking. Smoking rooms subject to availability and must be requested on reservation.
- Strictly Guide dogs only are permitted.

Bathroom, Shower-room & WC [Ensuite or Shared]

- Some bathrooms have wider doors for Wheelchair access
- Some bathrooms have walk in showers
- Some bathrooms have grab rails for assistance
- 2 bedrooms have steps leading to bathrooms
- On making an enquiry or reservation please state what level of assistance is required and our reservation team will endeavour to

allocate a suitable bathroom.

- Bathrooms have laminated wood or tiled flooring
- Ceiling lights are in all bathrooms
- Shaver lights are in all bathrooms

Self-Catering Kitchen

- Not Available

Caravans, Holiday Homes & Twin Units

- Not Available

Touring Facilities (Holiday Parks)

- Not Available

Boats - Narrow Boat, Cruiser & Hotel Boat

- Not Available

Attractions (Displays, exhibits, rides etc.)

- Not Available

Grounds and Gardens

- Not Available

Additional Information

- If you require any additional information which is not covered in this statement please do not hesitate to contact our front office team on 01752 220782 or e mail newconti@tiscali.co.uk for assistance.

Contact Information

- Address: Millbay Road Plymouth PL1 3LD
- Telephone: 01752 220782
- Fax: 01752 227013

- Email: newconti@tiscali.co.uk
- Website: www.newcontinental.co.uk
- Hours of operation: 24 Hours
- Local equipment hire companies: Pyramid Productions for conference equipment 01752 257770
- Local public transport numbers: National Rail Enquiries 0845 748 4950
City Bus Information 01752 222221
- Local accessible taxi numbers: Need A Cab 01752 666222
- Any further requests please contact Hotel Reception 01752 220782

Future Plans

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We welcome your feedback to help us continuously improve if you have any comments please phone or email