

## Accessibility Guide for The Royal

Contact For Accessibility: Reception  
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### **WELCOME**

Founded in 1832, The Royal is one of the oldest hotels on the Isle of Wight, and still one of its finest. Originally built as a coaching inn called Fishers Hotel, it became known as The Royal Hotel after enjoying Queen Victoria's patronage.

Steeped in history yet offering every modern comfort, The Royal Hotel has been an irresistible destination for the discerning traveller for the last 190 years.

*"... this was our first attempt to go away as we are both disabled and in our late 80s. The help and kindness we received really made the trip accessible friendly and wonderful."  
- Trip Advisor*



### **AT A GLANCE**

#### **Level Access**

The main entrance has 2 steps. There is a portable ramp available.

**There is level access from the main entrance to:**

Reception Front Desk  
Geranium Restaurant  
Lift  
Cloakroom  
Conservatory  
Brasserie  
Cocktail Bar (1 step, portable ramp available)  
Dining Tables  
Outdoor Heated Swimming Pool  
Public Loos (1 step, portable ramp available)  
Gift Shop Area  
Albert Function Room (1 step, portable ramp available)  
Royal Gardens



**Access With Steps**

There are steps from the main entrance to:  
Main Reception Lounge  
Riviera Terrace

**Bedrooms**

We have non-allergic bedding on request.  
From the main entrance to the bedroom, there is level access via a lift.  
The route to the bedroom is 750mm wide, or more.  
The bedroom door is 750mm wide, or more.

**Hearing**

The (bedroom) TV's have subtitles.  
Some staff have disability awareness training.

### **General**

Staff are available 24 hours a day.  
Some staff have disability awareness training.  
We have emergency evacuation procedures for disabled visitors.

## **GETTING HERE**

The Royal Hotel  
Belgrave Road  
Ventnor  
Isle of Wight  
PO38 1JJ



### **Travel By Public Transport**

You can get to Royal Hotel by bus and boat or ferry.

### **Travel By Bus**

The nearest bus stops in either direction is on Park Avenue, outside the Hotel. (Less than 1 minute walk West) The bus stop is 0.04 miles from Royal Hotel. Buses to this stop are the number 6. This route ends at Newport Bus Station via Whitwell, Niton, Chale, Chillerton. For the majority of routes you will need to catch a number 3 bus from St Catherines Church. (A 4 minute walk East) The bus stop is 0.20 miles from Royal Hotel. This route ends at Newport Bus Station via Rookley, Godshill, Wroxall,

Ventnor, Shanklin, Sandown, Ryde Bus Station.

The nearest port is Newport Bus Station. The port is 11 miles / 17.7 km from Royal Hotel.

Southern Vectis Accessibility Information: [Click Here](#)

### **Travel By Taxi**

You can get a taxi with Charlie's by calling 07515 853698.

You can get a taxi with Ryde Taxis by calling 01983 811111.

You can get a taxi with RS Taxis by calling 01983 777759.

### **Travel By Ferry**

Wightlink: [Click Here](#)

Red Funnel: [Click Here](#)

### **Parking**

We have two car parks. The nearest parking is less than 50 metres from the main entrance. The remaining is to the rear of the hotel. Parking is free.

There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.

There are five blue badge disabled spaces just outside the main entrance. From the parking to the main entrance, there is 1 step. There is a portable ramp for access.

We have a ramp available for the front entrance and staff at your service 24/7.





## **ARRIVAL**

### **Path To Main Entrance**

From the street to the main entrance, there is level access.

The path is sloped.

### **Main Entrance**

The door is 1800mm wide.

The main entrance has 2 steps.

The main door is side hung and manual.

The other entrance door is 762.00mm wide.

There are entrances to the front east of the building (along the Cocktail bar.)

Our staff are happy to assist with access via a dedicated portable ramp.

## **GETTING AROUND INSIDE**

### **Reception Front Desk**

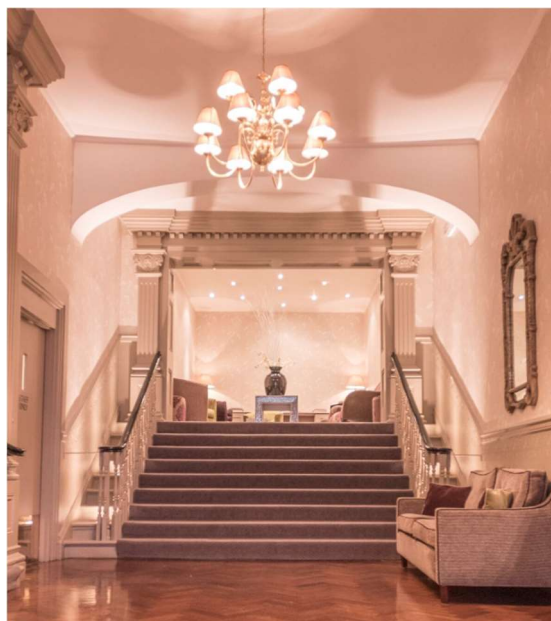
From the main entrance to reception, there is level access.

You can sit down at reception.

Reception is open plan from the front entrance with seating available. Reception is staffed 24/7.

### **Main Reception Lounge**

From the main entrance to the lounge, there are 9 steps. There is no lift and no ramp.



### **Gift Shop Area**

From the main entrance to the shop, there is level access.

The Gift Shop area is located in the Reception area

### **Public Loos**

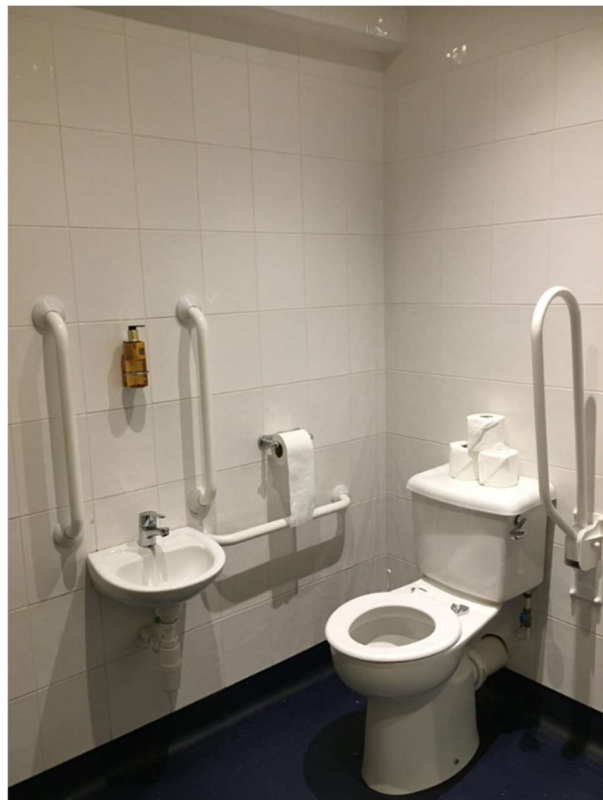
There is a public toilet for disabled visitors.

From the main entrance to the public toilet, there is level access. There is a portable ramp.

The route is 1200mm wide, or more.

The toilet door is 762mm wide.

There is 2400mm at the side of the toilet. There is 2400mm in front of the toilet. The toilet seat is 450mm high. The toilets have handrails.



### **Lift**

We have 1 lift.

You can get a lift to three floors.

### **Lift to accommodation**

The lift door is 700mm wide.

The lift is 900mm wide. The lift is 1100mm deep.

The lift says the floor number at each floor.

The lift buttons have raised numbers or letters.  
The lift shows the floor number, at each floor.



### **Geranium Restaurant**

From the main entrance to the dining area, there is level access. The route is 1200mm wide, or more. The door is 760mm wide.

To get to a table, there are no steps.

The route through the dining area is 800mm wide, or more.

There is background music sometimes.

We cater for vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat and vegan specific diets.

### **Cocktail Bar**

From the main entrance to the bar, there is 1 step. There is a portable ramp.

We have ramp access to the bar, please ask a member of staff to assist.



### **Brasserie**

From the main entrance to the shop, there is level access.  
The Brasserie is located to the West of the Conservatory.

### **Conservatory**

From the main entrance to the shop, there is level access.  
The Conservatory is located in the Reception area

## **GETTING AROUND OUTSIDE**

### **Geranium Garden**

From the main entrance to the gardens, there is level access.  
There is a portable ramp.

### **Riviera Terrace**

From the main entrance to this area, there is not level access.  
The hill-top Riviera Terrace is up a steep gravel path and steps opposite the building.





### **Outdoor Heated Swimming Pool**

From the main entrance to the swimming pool, there are 8 steps. There is no lift and no ramp, there is a grass bank.

The swimming pool is not staffed, an alarm is situated poolside in the event of an emergency.



### **CUSTOMER CARE SUPPORT**

You can hire mobility equipment from Island Mobility by calling 01983 530000.