

SOPWELL HOUSE

St Albans

Access Statement

Introduction

Sopwell House can be found in a Deed dating back to 1603. In the 18th Century, the house began to take on its present shape.

In the 1900s it was extended when it was leased to Prince Louis of Battenberg (Lord Mountbatten of Burma) After World War II, the house formed part of the Verulam Estate, and then became a residential care home before being converted into a hotel in 1969.

The hotel was purchased in 1986 with only 30 bedrooms, a restaurant and bar. It now has 129 bedrooms 16 of which are Mews Apartments. It also has 19 conference rooms that can accommodate up to 700 people.

Facilities include:

129 luxurious bedrooms, suites and mews apartments

Two restaurants - The Restaurant and the newly opened informal Brasserie with outdoor dining on the terrace during the warmer months

Two bars - the Cocktail Bar and the recently refurbished contemporary Terrace Bar

Country Club with an indoor swimming pool, sauna, steam room, spa bath and two studio gyms. Country Club membership is available to non-residents.

The Spa offers a comprehensive selection of beauty, therapeutic, and holistic treatments for men and women.

A dedicated Conference & Banqueting Centre with flexible well-appointed suites able to accommodate meetings and events and a Civil Marriage license.

We look forward to extending a warm welcome to all guests at Sopwell House Hotel.

Pre-Arrival

Should you require any information or assistance prior to arrival please consult our web pages at abhotels.co.uk or alternatively telephone our Reservations Team on 01727 750 421.

Sopwell House Hotel is located in the vibrant market town of St Albans in Hertfordshire and within easy reach from the M1 and M25 motorways. St Albans is a short 20 minute train ride from St Pancras International Train Station via First Capital Connect Trains. (Trains fitted with accessibility features). Fast & Semi-fast Trains call at West Hampstead Thameslink station before St. Albans. There is also a local service from Kentish Town, west Hampstead, Cricklewood, Hendon, Mill Hill Broadway, Elstree & Borehamwood and Radlett. On arrival at St. Albans, there is a taxi rank outside the railway station (some taxis have accessibility features) and the journey to Sopwell House is 6 to 10 minutes dependant upon traffic. For further information about train times & fares, please telephone the National Rail Enquiries Line on 08457 48 49 50 or check the RailTrack website www.railtrack.co.uk.

We are 20 minutes from London's Luton Airport and 45 minutes from London's Stansted Airport, both busy International Airports with accessible features.

We are a 2 minute walk from a local bus service which uses accessible vehicles, however, due to our location; parts of this walk have no pavement or walkway constructed. We are located a 10 minute drive from the vibrant city centre of St. Albans. (Approx. 30 minute walk). Our nominated Taxi Service; Abbey Taxis (Tel. 01727 85 55 55) have accessible taxis for our guests use.

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Directions By Car

From M1 north

Exit at Jct 8 to the M10 roundabout. Follow the A414 in the direction of Hatfield. *Take the first slip-road on the left, signposted Sopwell/Shenley. At the end of the slip-road turn left, then left again at the mini roundabout. The hotel is approximately 1 /4 mile on the left.

From M1 south

Exit at Jct 6 following the signs to St. Albans. At the 4th roundabout take the a414 in the direction of Hatfield. Then follow directions as above*.

M25 from west/Heathrow

Exit at Jct 21a and take the first exit at the roundabout, following signs to St. Albans. At the 3rd roundabout take the A414 in the direction of Hatfield. Then follow directions as above*.

M25 from east/Dartford Tunnel

Exit at Jct 22, following signs to St. Albans. At the end of the dual carriageway, take the 3rd exit signposted St. Albans A1081, London Road. **Continue to the 3rd set of traffic lights and turn left into Mile House Lane. Go under the railway bridge and over the mini roundabout. The hotel is approximately 1 /4 mile on the left.

A1 from north

After the Hatfield tunnel, take the A414 signposted St. Albans. At the roundabout at the end of the dual carriageway, take the 4th exit signposted St. Albans A1081, London Road. Then follow directions as above**.

A1 from south

Join the m25 at South Mimms Jct 23, following M1/Watford. Exit at Jct 22, following signs to St. Albans. At the end of the dual carriageway, take the 3rd exit sign posted St. Albans A1081, London Road. Then follow directions as above**.

Our brochures, sample menus and tariffs are available in larger font on request.

Please feel free to contact the hotel by telephone, email, fax or in person. We are open 24 hours although response, e.g. to emails, may be reduced from 11pm to 6am.

Should you require any specialist equipment, we will be happy to arrange via the British Red Cross Medical Loan Service or appropriate local equipment hirers. Please mention any specific equipment requirements when making your booking.

Arrival & Car Parking Facilities

We are pleased to offer our guests 194 Car Parking Spaces at various locations around the hotel. We have 4 designated accessible car park bays with a further 4 that may be used, should they be required and these are approx. 10 Metres from our main entrance. However, we are happy to reserve more, should the occasion arrive.

Our concierge will be more than happy to offer any assistance from your vehicle to our main hotel entrance. There are no steps and the ground is paved. The main entrance has a manual push door straight into our reception area where our staff will be happy to assist. There are 4 speed bumps in the grounds, but access through the centre (level) is available.

There is a turning area located directly outside the main entrance, this is for dropping off and picking up only, cars must not be left unattended. It has no kerb.

You can access the car park and use the entrance to the hotel from the car park which is all ground floor level entry. A lift is available to all floors.

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If you need assistance with luggage, equipment or guidance, our team of porters and front office staff are on duty 24 hours. Should it be required, we are happy to place dog bowls outside the main entrance for service dogs.

Main Entrance, & Reception

There are no steps in the main lobby area.

The front desk is on the right hand side of you when entering the main entrance.

The concierge desk is located in the lobby to the left hand side.

There are a number of sitting areas in reception/lobby, some on ground floor level, and some on a raised level (ramp in place)

The reception desk is 100cm high. Registration can be completed whilst sitting in the reception area and we have clipboards available.

There is a portable induction loop available at reception, staff can advise of best location.

On check in the staff will brief you of our evacuation policy.

The registration card can be enlarged if required and we offer assistance to help guide you through the registration card if required.

Up two long steps (Fitted ramp to side) are the corridors to our Restaurants, Bars, Country Club & Spa, Function Rooms and our lift to both floors for bedrooms.

Both our restaurants and bars are located forward of reception. There are no steps and only a short slope up on route to our Restaurants, Main Bar, and Country Club & Spa. There is a longer gradual down slope on route to our Function Rooms and our lift to both floors for bedrooms.

There are no steps the entrance to the Main bar or either restaurant, however, our seasonal Terrace Bar has three small steps down. (There are portable ramps available for our guests, which concierge will set up for the duration of your stay if required)

The entire reception / lobby is under a skylight offering natural daylight and this is enhanced by lighting.

The floor surface throughout the reception lobby is tiles which offer a good grip and wooden slats which can be reflective and shiny. Please ask the concierge for assistance if required.

Familiarisation tours can be given where required.

Music is not played in our lobby / reception area, however in our Food & Beverage outlets, we are happy for it to be turned down on request.

Pads & pens are available on arrival, please just ask a member of staff.

Additional keys to rooms or facilities are available on request

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Public Areas - Hall, Stairs, Landing, Corridors etc

The lift services our first and second floors (where all our bedrooms are located in the main hotel)

There is one mirror at the back of the lift at 80cm to 170cm; the other sides are plain paintwork.

All the corridors on ground floor, first floor and second floor have all recently been re-carpeted (January 2009) with new short pile carpet.

There are refuge areas located on each floor these are located near the stair well on each floor.

Baby changing facilities are available within a male and a female WC.

Sopwell House is happy to allow service dogs in any of our public areas. We can assist with the provision of water bowls and food bowls if required. Service dogs may be exercised within our 12 Acre grounds.

As we are an extremely old property that has been refurbished, some of our corridors are quite narrow and some are quite wide. These factors are taken into consideration when accommodating guests with disabilities.

Public Areas - Sitting room, lounges, lobbies etc

There are a number of sitting areas in reception/lobby, some on ground floor level, and some on a raised level (ramp in place)

The entire reception / lobby is under a skylight offering natural daylight and this is enhanced by lighting.

The floor surface throughout the reception lobby is tiles which offer a good grip and wooden slats which can be reflective and shiny. Please ask the concierge for assistance if required.

Up two long steps (Fitted ramp to side) are more seating areas.

Sopwell House is happy to allow service dogs in any of our public areas. We can assist with the provision of water bowls and food bowls if required. Service dogs may be exercised within our 12 Acre grounds.

Public WCs

There are 4 sets (Male & Female) of Public toilets throughout the hotel.

2 sets in the Conference & Banqueting area and 2 in the general hotel / Food & Beverage Outlets area.

Routes to the four toilets are a mixture of tiles, wooden flooring and carpeted walkways. To access the Conference & Banqueting area (where the accessible toilets are located) you must go down a long, shallow slope. Handrails are provided and the surface is brand new fitted short pile carpet.

We are able to offer our guests a separate male and female accessible toilet which is located inside the public male and female toilets.

Each accessible toilet features:

- 150x160cm free space free of obstacles and doors
- 98cm transfer space to the left of the toilet
- There are vertical rails either side of basins and toilets
- There is a horizontal rail on the side opposite transfer from the toilets
- There are lever taps on sinks
- There is colour contrast with critical surfaces, tiles are coloured and sanitary ware is white

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- The doors to the toilet are pull type.
- Both our accessible toilets also feature baby changing facilities.
- A coat hook & full length mirror are also provided.

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

Nearest toilets to the Brasserie, Restaurant and both Bars can be seen in the public areas WC section.

There is a newly completely refurbished (February 2009) Brasserie restaurant.

- Access from the lobby is via wooden flooring.
- Doors are two way push / pull
- It has level access and is open plan with wooden, even flooring.
- It has tables with central column and chairs with legs on all four corners.
- Seating is mixed; the majority is chairs without arms. There are 5 raised seats for sitting at a counter (90cms) and there is lower padded bench type (banquette) seating.
- The food is buffet style (Cold and Hot separate sections - all at height of 90 cm) however table service is available should our guests require.
- Lighting is mainly natural day light as there are large windows overlooking the gardens and our swimming pool area. Evenly distributed lights are on when required.
- We are able to cater for varying dietary needs, please advise staff on booking
- We have tried to colour contrast crockery where possible.

There is a fine dining restaurant on the ground floor called simply The Restaurant. This underwent a complete refurbishment in March 2007.

- It offers two separate available entry / exit doors, both of which are kept open during service times.
- Access from the lobby is via wooden flooring.
- There is a host desk on entry to the restaurant where staff will seat you at a table
- The restaurant is table service only
- The restaurant is split level with seating for 50 customers on the ground floor carpeted level, and seating for a further 50 customers on a lower wooden floored level accessed by two stairs (portable ramp available)
- It has a selection of tables, some with tables with central column and some with legs on all four corners.
- Menus are available in large print and staff will automatically take you through the menu and choices for the meal.
- Lighting is mainly natural day light whilst for the evening meal lighting is low level with candles on the table.
- Lighting can be increased at certain tables if required.
- We are able to cater for varying dietary needs, please advise staff on booking.

The main hotel bar, called The Cocktail Bar is situated on the ground floor to the left of reception

- It has level entry and is open plan with short pile carpet even flooring
- There are two separate access doors to the bar at either end.
- The bar area is on the left
- Table service is offered in the bar
- There is a selection of tables and chairs available of varying heights
- Lighting is mainly natural day light (from large windows overlooking the gardens) whilst parts of the bar have low level lighting at night, there are areas which are well lit also.

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There is a second bar - The Terrace Bar situated on the ground floor to the right of The Brasserie.

- Access to the bar is via wooden flooring and large tiles.
- It has a three step entry onto tiled even flooring (portable ramp available)
- The bar is split into two levels with more seating available at a lower (3 step) level, which is wooden, even flooring.
- A portable ramp is available.
- Table service is offered in the bar
- There is a selection of tables and chairs available of varying heights
- Lighting is mainly natural day light (from large windows overlooking the garden and a roof that is clear similar to sky lighting) whilst parts of the bar have low level lighting at night, there are areas which are well lit also.

Laundry

Laundry service and dry cleaning is offered.

Bags are available in bedrooms and are collected by 08.30 am each day and returned by 4.30pm (no dry cleaning on Sundays). Bags are collected from bedrooms.

Purchases / Display Counters & Cabinets

There is a series of cabinets in main reception corridor which contain items for sale.

These can be purchased through Front Office.

There is jewellery for men and women as well as gifts and clothes.

Treatment Room/s

Our Country Club and Spa Area is located at the end of the hotel and is split over two levels.

The treatment rooms (except the Manicure & pedicure area) are all located on the second floor.

Access can be via 21 steps (large shiny tiles which may be slippery and handrails provided at all stages) or via our lift in the hotel up to the second floor and though to the spa area via newly refurbished short pile carpeted corridors.

Assistance is available at every stage of the guest journey.

We are pleased to offer 11 treatment rooms offering a comprehensive range of treatments. 5 rooms have moveable treatment couches that can be lowered to between floor level and 45 cms.

Six of our treatment rooms have a fitted shower with a step to entry. The shower is of standard size and a portable plastic seat is available for guests if required.

Flooring throughout the spa area is tiled.

All spa treatment rooms are level entry through doors.

Spa treatment rooms offer between 160 cm & 90 cm unobstructed available space dependant upon the treatment room.

Seating is available in all our treatment rooms

Guests are advised of any contraindications of treatments at booking stage and again at treatment stage.

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The hotel has a portable hearing loop available which may be placed in the treatment room if required.

After care information is available in large print format if required.

All treatment rooms have hooks.

Within our Spa area we are pleased to offer a Hydrotherapy Bath, however due to the nature of the equipment; access is limited by a set of steps to a bath height of 80 cms. Inside the bath there are horizontal grip handles.

The room has the same specifications as our treatment rooms (detailed above) however; the floor is wet room style tiling.

Our Manicure & pedicure Area is located on the ground floor and accessible by a large shiny tiled corridor. Assistance is available at every stage of the guest journey.

Flooring throughout the spa area is tiled.

The manicure & Pedicure treatment rooms are level entry through doors

The rooms offer between 600 cm unobstructed available space.

Seating is available.

The hotel has a portable hearing loop available which may be placed in the room if required.

After care information is available in large print format if required.

All treatment rooms have hooks.

Lastly in this area we have an independent Hairdresser called Saffron

Access is via the tiled, even, corridor and assistance is available at every stage of the guest journey.

Saffron is pleased to offer an extensive range of hair styling and treatments.

Chairs are single column and can be lowered.

Flooring throughout the hairdressers is tiled and level entry through doors.

Seating is available in the salon.

The hotel has a portable hearing loop available which may be placed in the salon if required.

After care information is available in large print format if required.

Leisure Facilities

Access to our Country Club area can be from within the hotel via an even tiled corridor and two way swing doors or from the exterior via two entrance doors.

There are no lips or steps and again the surface is tiled. (Except for the door mat which is rough material)

We are pleased to offer 40 car park spaces, of which 2 are dedicated Disabled Access. More spaces can be reserved upon request.

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Our Opening Times are:

- Monday - Friday: 06.30 - 22.00
- Saturday: 07.00 - 21.00
- Sunday: 08.00 - 21.00

All guests are asked to visit our reception desk (Counter is 120 cm high) and the hotel has a portable induction loop which can be used if necessary. Guests will then be advised of routes and access to our gym facilities and our swimming pool facilities.

Changing Rooms: Ladies changing rooms are up 5 steps (handrail provided) and Gentleman's changing rooms are down 16 steps (handrails provided). An alternative for guests with little or no mobility is a private use converted bedroom on the second floor with lift access and guidance from a member of staff.

Robes and towels are provided for all our guests.

Changing rooms are a mixture of open area and separate cubicles in each changing room.

Level entry showers are available in both changing rooms. Assistance is offered to guests if so required.

The nearest accessible toilet is in the function area - details in the Public WC section.

Gym area:

- Our gym is split into two areas, one on either side of the main entrance, accessible via even level tiled floor.
- The gym floor surface is reinforced sponge specialist flooring.
- Our Fitness Manager is based inside the Gym and will be happy to offer brief introductions to all our equipment to ascertain suitability for use and identify any restricted use items dependant upon medical conditions.

We are pleased to offer our guests the following items of exercise equipment:

Running Machines, Cross trainers, Rowing Machines, Bikes, Various items of floor equipment, Free Weights, Deltoid & Key Machine, Abdominal Machine, Hip Abductors, Leg Extenders, Bench Press, Shoulder Press, Lat Pull Down, Leg Press, Chest Press and Leg Curl.

Should you require any information prior to your visit, please feel free to contact our Fitness Manager and discuss requirements directly with him.

Swimming Pool Area:

- Our swimming pool area is accessed via the separate changing rooms.
- From the Ladies changing rooms - access is down 5 granite with non-slip matting steps. (Handrail provided)
- From the Gentleman's changing rooms - access is up 13 granite with non-slip matting steps. (Handrail provided)

An alternative for guests with little or no mobility is a level entry via a private door onto the poolside area.

There is a raised section up 4 steps granite with non-slip matting steps. (Handrail provided) where we have some loungers and level entry showers as well as our Steam Room and Sauna. The sauna and steam room have door widths of 85cm and have a small step of 8mm on entry. Seating is provided in both.

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On the entrance level to the side of the swimming pool there is a spa bath and whirlpool. The spa bath is accessed via a single step and also has a lip of 2 cm; it has fairly steep large stepped access down to a seated position. The whirlpool has no lip but has a single step. There are rails situated around the whirlpool and the spa bath to aid balance.

The pool access is via graduated steps into the shallow end of the pool. There are rails either side of the steps to assist entry.

Conference & Meeting Rooms, Banqueting

We have 12 Function Suites at ground floor level in our main Conference & Banqueting wing of the hotel and we also have 5 much smaller function rooms at first floor level. The function suites in our Conference & Banqueting wing can hold a total of 900 people. The 5 function rooms on the first floor can hold a total of 70 people.

Access to the Conference & Banqueting wing of the hotel can be made through the hotel, down via a long, shallow slope. Handrails are provided and the surface is brand new fitted short pile carpet.

Access is also available via a dedicated entrance from the main car park. This is street level with no steps or lips and through two large double doors.

Access to the smaller suites is via narrow staircases - up 18 steps (Handrails are provided and the surface is brand new fitted short pile carpet) and the entrances to the rooms are level with no lips. Due to the age and nature of this part of the building, there is no lift access to these 5 function rooms.

Sopwell House has our own In House Audio Visual Company, who look after all our clients AV and general presentation requirements. They are called Eclipse and can be contacted on 01727 750 416 to discuss any requirements, such as larger induction loops and specific items of equipment. Language service professionals are advised to contact Eclipse to assist with the booking of services such as sign language interpreting, video interpreting, lipspeaking, speech-to-text reporting, deafblind interpreting and notetaking.

All our function rooms have natural daylight and extra lighting is even but can be dimmed by individual conference organisers by sections.

Please notify our Conference & Banqueting Sales Team in advance if any additional services are required for conferences e.g. interpreters, palantypist, specific seating or staging, we do try to accommodate all our guests requirements wherever possible.

Staging is available and can be placed in our function rooms in accordance with the conference organisers requirements.

All our rooms are open plan so seating is when required; there are no fixed seats or tables. Tables available are numerous in size and shape, our Conference & Banqueting Sales Team will be happy to discuss details with you.

There are toilets available, including our accessible toilets, in the Conference & Banqueting wing as listed previously in the public toilets section.

Bedrooms & Sleeping Areas

We are pleased to offer three different bedrooms for wheelchair users.

Two of these are located in the main hotel building on the second floor (access via lift) and include:

- Wide but light easy to open entry doors

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- Low entry baths (45 cm)
- Detachable shower unit for easier access
- Grab rail next to bath
- Seat raiser for toilets where required (please order in advance)
- Storage and wardrobe hanging adjustable to needs
- Vibrating pillow and flashing wake up and emergency alarm
- Standing level spy hole
- Transfer space and turning of at least 120cm either side of beds
- Twin or double bed combinations available
- Emergency procedures clearly written and in large print
- Television with Teletext and remote control (mobile hearing loop available on request)
- Flooring in bedrooms is short pile carpet
- Flooring in bathroom is tiles
- Room folders available in large print
- Lighting levels are controllable and reading lamps are provided
- Room service is available 24 hours
- Bedding is all non-feather
- Bowls can be provided for assistance dogs food and water
- The furniture is flexible in the room and items can be moved or removed on request.
- The third bedroom is located in our Mew Apartments area, which is on the ground floor and includes the following:
 - Wide easy to open entry door
 - Grab rail next to bath
 - Seat raiser for toilets where required (please order in advance)
 - Vibrating pillow and flashing wake up and emergency alarm
 - Transfer space and turning of at least 120cm either side of beds
 - Twin or double bed combinations available
 - Emergency procedures clearly written and in large print
 - Television with Teletext and remote control (mobile hearing loop available on request)
 - Flooring in bedrooms is short pile carpet and wooden
 - Flooring in bathroom is tiles
 - Room folders available in large print
 - Lighting levels are controllable and reading lamps are provided
 - Room service is available 24 hours
 - Bedding is all non-feather
 - Bowls can be provided for assistance dogs food and water
 - The furniture is flexible in the room and items can be moved or removed on request.

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

Our two bedrooms available for wheelchair users are both en suite and the bathrooms contain the following:

- Wide but light easy to open entry doors
- Low entry baths (45 cm)
- Detachable shower unit for easier access
- Grab rail next to bath
- Seat raiser for toilets where required (please order in advance)
- Emergency pull cord linked to Reception office
- Flooring in bathroom is tiles

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Our third bedroom is also En Suite and includes:

- Wide but light easy to open entry doors
- Grab rail next to bath
- Seat raiser for toilets where required (please order in advance)
- Flooring in bathroom is tiles

Self-Catering Kitchens

In our Mews Apartments area, we have 11 Apartments that include Kitchenette areas.

All of these are outside the main hotel building, located just a short walk (100M) from Reception and next to our car park.

The route to the Apartments is tarmac and tiles, all smooth and even. They contain a sink, electric hobs and small ovens.

Work surfaces are Formica and metal with under space lighting.

Storage of crockery, cutlery and cookware is as a standard kitchen - cupboards, drawers.

Floor surfaces are tiles and lighting is general ambient lighting

Grounds and Gardens

Sopwell House Hotel is situated within 12 Acres of beautiful countryside and gardens.

We have a large acreage of plain grass area which can be used by conference organisers for outdoor games but otherwise acts as lawns for our guests to enjoy. There is a path around this area that is large slabs of even outdoor tiles and we also have a single footpath through the lawns areas that is compacted gravel.

At the side of our lawns, we have a large pond with an ornamental bridge (Handrails provided) - this is enclosed by ornate metal handrails & ironwork.

Additional Information

If you require any assistance during your stay please contact reception or concierge.

The Duty Manager can also be contacted via reception.

We have a set evacuation procedure for basic information - Alarm bells will ring for a brief period - this is a pre evacuation warning for us to check on the situation. If the alarm bells ring a second time (continuous alarm) then the hotel is being evacuated. A member of the Hotel Fire Team will come to your room and assist with evacuation either out of the building or to a refuge.

All staff attend a 1/2 Day Disability Awareness Training Session on their first day with Sopwell House hotel and further refresher courses are held every six months for all front of house staff.

All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms.

There is very good network coverage for mobile phones within the hotel and hotel bedrooms. All networks work.

List of equipment hire companies available on request & a list of carers in the local area available on request

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Address: Sopwell House Hotel
Cottonmill Lane
Sopwell
St. Albans
Hertfordshire
AL1 2HQ

Telephone: 01727 864477

Fax: 01727 852688

Email: enquiries@sopwellhouse.co.uk

Website: www.sopwellhouse.co.uk

Future Plans

We have just finished a major refurbishment programme throughout the hotel placing new carpeting along all corridors throughout. Our Brasserie restaurant is newly opened after a comprehensive refitting process.

Plans for the future include: Looking at increasing the accessibility of our website to include colour contrasting, read facility and increasing the usability for all, and reviewing our Country Club & Spa facilities for guests with disabilities.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01727750666 or email emile.macdonaldwilliams@abhotels.co.uk

Created: 13 March 2009