



THE BLACKSMITHS BAR & RESTAURANT

ACCESSIBILITY STATEMENT

The Blacksmiths Arms Bar & Restaurant is constantly striving to exceed Customers' expectations in terms of the general hotel experience, whether or not they are able bodied or have disabilities.

We aim to provide the highest standards of service to all our guests.

We look forward to welcoming you to The Blacksmiths Arms Bar & Restaurant and making your stay and experience with us an enjoyable one.

The building dates back to around 1793 so there are some factors to it where there is an ongoing challenge in complying with the Disability Discrimination Act 1995.

Communication

We aim to inform our guests of facilities which are in place through our website as well as sending guests who request further information detailing physical barriers.

If you have any further enquiries please do not hesitate in contacting us.

For assistance prior to arrival, please contact us either by telephone/whatsapp (02072318838) or email (downtownbsa@gmail.com).

We provide assistance as requested by guests as part of our service policy and are more than happy to do what we can where possible to enhance our guests experience here at The Blacksmiths Arms Bar & Restaurant.

Upon Arrival

We are situated on a street which has free parking after 18:30 on weekdays & free all Saturday & Sundays.

Main Entrance

The bar entrance is accessed by a brick paved surface with a small step to enter the building. There is seating immediately to the left & right.

One of our team will ask if you have a reservation with us & find your table for you.

If you require a table close to the entrance/exit please let your server know or let us know when booking a table.

On arrival

Due to the age and layout of the building an elevator installation has not been possible.

There are 15 steps to the first landing where the kitchen & function room are situated.

There is a wooden stair banister to the right of the stairs.

The floor on the right hand side of the bar when entering is carpeted, the left hand side of the bar & restaurant area is wooden flooring.

Bathroom floors consist of large tiles.

Background music is played throughout The Blacksmiths Arms Bar & Restaurant; however noise levels can be lowered.



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Restrooms

The restrooms in The Blacksmiths Arms Bar & Restaurant are accessible by wheelchair but doors will need to be latched open to help access. Please let one of our team know & they will be happy to help.

The ladies restroom is located to the left of the bar when entering & the mens restroom is located to the right of the bar.

Due to the age of the bathrooms, the corridor to the toilets are quite narrow, within the mens toilet, there will be space to turn the wheelchair around to exit forward, however, the ladies toilet does not have sufficient space to turn a wheelchair around so to exit, it will have to be reversed.

Outdoor facilities

Behind the restaurant area of The Blacksmiths Arms Bar & Restaurant is a sun terrace area with tables and chairs.

There are 3 steps to exit the restaurant to get to the terrace area. The first step will get you to the first level where you will have to turn right & then 2 more steps to reach the tables & chairs.

This flooring is decking throughout.

The Blacksmiths Arms Bar & Restaurant terrace area is a non-smoking & non-vaping area.

Additional information

If you require any assistance during your visit or wish to speak to the manager before your reservation please get in touch with the information below.

We have a set evacuation procedure. A member of the team will be on site to make sure all customers have vacated the building, anyone who needs extra assistance will receive this from a member of our team.

Our staff have regular emergency training which includes disability awareness training.

Contact information

Team Contact: Stephanie Alpin

Telephone/whatsapp: 02072318838

Email: downtownbsa@gmail.com

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