

Access Statement for Langley Castle Hotel

Langley Castle Hotel
Langley on Tyne
Hexham
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1. Introduction

Langley Castle Hotel is a 14th century Castle nestling in the Northumbrian valley of the South Tyne. Set in its own ten acre woodland estate, the Castle's 7ft thick walls provide a peaceful and tranquil refuge in which to escape from today's hustle and bustle to a bygone age, making it perfect for a romantic getaway or special break.

Langley Castle offers twenty seven guest bedrooms two of which have been designated for disabled access.

There are nine guest rooms within the Castle, all individual and unique and with private facilities, many with four poster beds and feature bathrooms offering 14th century splendor today. A number of rooms have sofa beds, with folding z beds and cots also being available. One of which, the De Lucy Room has been designated for disabled access.

The remaining eighteen guest rooms, incorporating one disabled access room, are situated within the grounds of the Castle, at Castle View (80 metres) and Castle View Lodge (180 metres).

Langley Castle is committed to providing access for all guests and should you have a specific question please do not hesitate to contact us and we shall do our utmost to be of help.

2. Pre-arrival information

- Haydon Bride Railway station (unmanned) 2 miles away.
- Hexham Railway station 10 miles away (manned). Taxi rank situated on exit from station.
- A local taxi service, Langley Taxis (T: 01434 684658) has accessible taxis if required, we can make a booking on your behalf.
- Brochures and Menus can be provided in large print.
- Langley Castle has an extensive web site.
- Follow us on Facebook
- Visit Trip Advisor for independent Customer Reviews

3. Booking arrangements

We offer a wide range of booking options including email, fax, telephone and online.

4. Arrival and car parking

- On arrival at the Castle there are double entrance gates, these are open 24 hours. There is parking for 60 cars.
- There are two marked parking bays;
One is situated opposite the front door, 15 metres away.
The second is situated at Castle View, 50 metres from the front door, near the guest accommodation.

- Access to Castle View Room 23 from the marked parking bay is either via a flagstone path set into the lawn (25 metres) or via block paving path in front of Castle View (40 metres).
- At the main Castle the car park surface is level, flat and tarmac. At Castle View the car park surface is on a bank side and is tarmac, there are no steps.
- We are happy to assist with luggage.
- The nearest village, Haydon Bridge, is 2 miles away.

5. On site

Main Entrance and Reception

- No steps to main entrance – please note a recessed mat immediately on entering the Castle
- Exterior doors 1220 wide - locked overnight
- The floor covering between the exterior and interior door is stone flags
- Interior doors 1200mm wide
- The floor in reception and foyer is carpeted and level throughout.
- Reception opening times 8am until midnight
- Night Manager emergency cover from midnight until 8am – please dial 240 for immediate assistance
- The reception desk entrance may be used by wheelchair users ie, no counter a clipboard may be used. Alternatively you may complete registration in your guest room
- A portable loop system is available
- All areas in the foyer are well lit
- Limited seating is provided in the reception area

Public Areas

Cloakrooms

- The Ladies and Gents toilets are situated on the ground floor to the right of the entrance
- The Cloakroom door is 1150mm wide
- The Ladies toilet exterior door is 700mm wide
- The Ladies cubicle doors are 600mm and 675mm wide respectively
- The Gents exterior door is 700mm wide
- The Gents cubicle door is 600mm wide

Drawing Room

- The Drawing Room is situated on the first floor of the Castle. Access may be via the service elevator or up the main staircase one floor. There are three short flights of stairs broken by two landings. Please note between floors 1 and 2, and 2 and 3 there are winders on the stairs and no landings
 - Any guest requiring the use of the service elevator must be accompanied by a member of staff as the elevator has gated doors.
 - Service elevator 1200 x 1170mm width of entrance 1030mm
 - The service elevator is situated to the rear of the Castle and is accessed via the Restaurant and corridor passing through 2 doorways on the corridor of 900mm and 950mm wide
 - The first floor landing from the elevator to the Drawing Room passes through 2 doorways both measuring 1090mm wide
 - The main stairs are mm high, mm deep and wide
 - The Drawing Room is open for Morning Coffee (10am until 11.30am), Light Luncheon (12 – 2pm) and Afternoon Tea (3pm until 5.30pm)
 - All menus can be provided in larger print
- Table service is offered in the Drawing Room

- **Cocktail Bar**

- The Cocktail Bar is situated on the first floor in the tower to the right as you enter the Drawing Room from the main staircase
- The Cocktail Bar is open to our residents and to those having a meal
- Table service is operated in the Drawing Room
- The door into the Cocktail Bar is 880mm wide
- The floor is level and carpeted
- Background music is played at a low setting

The Josephine Restaurant

- The Restaurant is situated on the ground floor of the Castle directly opposite our main entrance
- The Restaurant is open for breakfast (7.30 – 9.30am Monday to Friday and 8.00 – 9.30 Saturday and Sunday), lunch (12 – 2pm), and Dinner (7.00pm – 9.00pm)
- Spacious with a variety of seating arrangements
- Carver Chairs available
- Table height 730mm
- A number of table options are available some with central pedestal and some with legs on each corridor
- Menus are available in large print alternatively, if appropriate, a member of staff would read the menu for you
- Special dietary requirements are catered for – please advise upon booking
- Background music is played at a low setting

The Stuart Suite

- The Stuart Suite is situated on the 3rd Floor of the Castle
- The Stuart Suite is our main banqueting suite and is used for Private Functions, Weddings and Conferences
- The room is carpeted and level
- Access is by the main stairs or service elevator
- Any guest requiring the use of the service elevator must be accompanied by a member of staff as the elevator has gated doors
- Service elevator 1200 x 1170mm width of entrance 1030mm
- The service elevator is situated to the rear of the Castle and is accessed via the Restaurant and corridor passing through 2 doorways on the corridor of 900mm and 950mm wide
- Access into the Stuart Suite is from the Servery to the right of the Stuart Bar
- Background music may be played
- The main stairs are 160mm high, 290mm deep and 1200mm wide
- Stuart Suite to Landing outside ladies toilets 1100mm
- The ladies toilets are situated to the left of the Stuart Bar on the third floor
- The ladies toilets are level with a tiled floor
- Ladies Exterior door is 736mm wide
- Ladies Interior Cubicle doors are 535mm wide
- The Gents toilets are down on the floor below via a carpeted staircase. There is no lift access to the Gents Function Room toilets. Staff will, if required, accompany the guest to the ground floor to use the Gents toilet
- The floor covering within the Stuart Suite Gents is level and ceramic tiles
- The Gents toilets exterior door 742mm wide
- The Gents toilets inner door 575mm wide
- The Gents cubicle door 540mm wide

- Alternatively if The Greenwich Room is not in use then the key will be held behind the Stuart Bar and Gentlemen are more than welcome to use the bathroom within this guestroom
- Stuart Suite door is 1170mm wide
- Exterior door to Greenwich Room 910mm wide
- Interior Arch to bathroom and dressing room 760mm wide
- Bathroom door 750mm wide
- Greenwich Room dressing room door 660mm wide

Laundry

- We are happy to offer a laundry service to residents
- Loads up to 10kg can be washed and dried at a charge of £10.00 per load
- Dry Cleaning can be done Monday ~ Friday with 24 hour return ~ Please advise Reception before 10.00am

Accommodation

- Langley Castle has a total of 27 guest bedrooms, 9 of which are within the Castle with the remaining 18 being in the grounds
- A number of our bedrooms have sofa bed, some have zip link beds (may be set as a double or set as a twin) and the majority are double beds ranging from 4ft 6” to 6ft. Folding Z beds and travel cots are also available for children
- Please contact the Castle directly for advice on the best room for your individual requirements
- The service elevator gives access to guest bedrooms within the Castle with the exception of Rooms 6, 7 and 9
- All floors are on the level with the exception of Room 4 which has one step in the bathroom up to the bath

The De Lucy ~ Room 2

- The De Lucy Room, Room 2, has been designated for disabled access. This room is situated on the first floor of the Castle near to the service lift (5m) and close to the Drawing Room (8m)
- Exterior bedroom door and en suite bathroom door 910mm wide
- Good contrast to floor, walls and doorways
- Bedroom carpeted and bathroom tiled, walk in shower has non slip altro floor
- Double Four poster bed (5ft)
- Bed is 550mm high
- At least 760cm routes within the bedroom eg to side of bed, between bed and dressing table
- Furniture is moveable upon request
- Two armchairs, two upright chairs and a stool are provided
- Walk in shower with bathing stool provided
- Seat riser and portable rail for the toilet
- Assistance dogs are welcome and are free to use the grounds, please keep dogs on a lead as a family of Peacocks reside in the grounds
- Waiter / waitress room service is available 24 hours
- A telephone is provided in each guest bedroom with a telephone provide in some bathrooms
- A cordless kettle and tea tray is provided
- A remote control LCD television with sky and text
- Additional lighting may be provided if necessary
- Menus and literature can be provided in large print, and an offer made to read the menu if appropriate
- A guest bedroom browser will be provided in the room in large print

Castle View Room 23

- Castle View Room 23 is situated at Castle View 80 metres from the main Castle
- Castle View Room 23 has been designated for disabled use
- Car park for Castle View set on a bank side, no steps, smooth tarmac
- A marked parking bay is situated at Castle View access to the room 30 metres via a flagged pathway set into the lawn. Alternative access to the room 40 metres via a block paved pathway in front of Castle View
- Exterior door 920mm wide
- Interior door 920mm wide
- Good contrast to floor, walls and doorways
- Bedroom carpeted and bathroom tiled
- 6 ft zip link bed (alternatively 2 x 3ft beds) and sofa bed
- Bed is 660mm high
- At least 1150cm routes within the bedroom eg to side of bed, between bed and dressing table, therefore allowing for left or right transfer to bed in any combination
- Furniture is moveable upon request
- One armchair and one upright chair are provided
- Low set sink and toilet plus additional sink
- Bathroom door 1100mm wide
- Bath height 440mm, internal bath depth 300mm with bath lift assistance
- Emergency pull cord linked to reception and manger with pre recorded message requesting assistance in an emergency
- Assistance dogs are welcome and are free to use the grounds, please keep dogs on a lead as we have a family of Peacocks that reside in the grounds
- Waiter / waitress room service is available 24 hours
- A telephone is provided in each guest bedroom with a telephone provide in the bathroom
- A cordless kettle and tea tray is provided
- A remote control LCD television with sky and text
- Air conditioning
- Additional lighting may be provided if necessary
- Menus and literature can be provided in large print, and an offer made to read the menu if appropriate
- A guest bedroom browser will be provided in the room in large print

Grounds and Gardens

- Langley Castle is set in a ten acre woodland estate
- Wooden benches and coffee tables are set out on level areas of the lawn during the spring/summer

Emergency Evacuation Procedures

- For guests with hearing impairment a vibrating pad linked to the fire alarm system may be placed under the pillow which will vibrate if the fire alarm were to sound – Please advise if required at time of booking
- A full and detailed evacuation procedure is within the guest folder in each room
- A clear and concise plan detailing exits and meeting point are indicated
- A guest bedroom browser will be provided in the room in large print
- An evacuation chair is available if required
- The Duty Manager or Night Manager will be in charge in the event of evacuation

Local Parking Facilities

- There are a range of pay & display and free on and off street car parks across Northumberland that are managed, maintained and/or owned by Northumberland County Council
- Pay & display on-street parking and off street car parks are mostly located within major settlements and coastal regions
- Car Parks in Hexham Include:
 - Wentworth Long stay
 - Loosing Hill All Day
 - Gilesgate Short Stay
 - Gilesgate All Day
 - Tyne Green All Day

On-street parking in Hexham;

Beaumont Street, Market Street, Priestpoppel, St Mary's Wynd, Market Place

Blue Badge parking is available in Hexham

Shopmobility Details

Shopmobility branches

High Street, Durham Tyne and Wear DH1 3UJ (27.24 miles)

Tel; 0191 2616176

Useful Information

- Assistance Dogs are welcome
- Mobile Phone networks are available only in certain areas of the Castle due to the thickness of the walls
- We have a number of fire exit doors in the need of evacuation, the fire alarm will continue to sound if evacuation is needed. If you require more assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely eg, hearing impairment
- We are happy to take delivery of hired equipment (please advise prior to delivery of goods)
- Smoking is allowed in the gazebo on the front lawn of the Castle. Bins are provided
- At Castle View a mini bar is provided which may be used for medication. Larger items may be placed in our main fridge on request (not available 2hours)
- Sat Navs are available for those wishing to explore the area
- Please ask reception for a list of local attractions with full addresses and postcodes for your sat nav

6. Future plans

Due for completion March 2011, the Pavillion at Langley Castle. A private dining room adjoining The Josephine Restaurant with courtyard garden

7. Contact details

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We welcome your feedback to help us continuously improve if you have any comments please contact us on 01434 688888 or manager@langleycastle.com