Headland Hotel - Accessibility guide

The Headland Hotel and Cottages offer a wide range of accommodation options, and we strongly recommend that you contact us directly with any special requirements so that we can suggest the most appropriate accommodation to meet your needs and ensure you are comfortable and have the best experience with us.

We hope to cover as much information with regards to our accessibility below. If you have any questions, please contact our reservations team on 01637 872211 or email reservations@headlandhotel.co.uk and we will do our best to accommodate any requests. We always value and welcome your feedback to help us continuously improve our service.

Your Arrival and Public areas of the Hotel

We provide accessible parking spaces in front of the hotel main entrance although guests can also easily drive up to the main entrance for a drop off, where our hosts will assist you into the hotel and your car can then be parked in the main car park. The accessible parking spaces are just a few metres away from the front entrance.

The front entrance of the hotel has two steps and a ramp for level access. We have a revolving door plus manual opening doors for access into the main reception. Our team will assist you with opening doors for easy access.

Our reception team will greet you at the reception desk which is on one level and will come to speak with you face to face or seated if you require a lower level to complete the check in process which is all managed via a tablet. Please request any writing material to convey your message if you prefer.

There is a seating area available in the reception area.

Luggage assistance is available on arrival and departure, please ask at reception for assistance.

There are 3 sets of public toilets in the main hotel building. One next to the main reception, one on the lower ground floor of the hotel in the Spa (accessed via the lift or stairs) and the designated unisex accessible toilet is off the corridor to the bar.

All of the ground floor of the hotel is on one level and accessible for a wheelchair user. This provides access to our bar, ballroom lounge area, Restaurant RenMor and The Terrace restaurant. Level access to the external terrace area is via the ballroom and not The Terrace. Please ask a team member for any assistance.

The lift is located in the main reception area which offers access to all levels of the hotel. There is an accessible toilet on the ground floor as well as on the lower ground floor in the Spa which is accessed via the lift.

Most areas of the hotel are carpeted and well lit. The Spa and leisure facilities provide tiled or hard wood flooring.

Our accommodation

Room 020 is a newly refurbished accessible Cosy Room which is a wheelchair friendly room offering a wet room style bathroom with a shower seat, hand rail, lowered sink, toilet and panic alarms in both the bathroom and main bedroom.

We have many rooms and suites which are accessible and adaptable for various requirements and our reservations team can talk through this with you in more detail. Most rooms offer ample space for wheelchair users and door openings which are wheelchair friendly. Many rooms offer walk in showers and please speak with our team if you require a roll in shower specifically. Please note that access onto any of our rooms with balconies has a high threshold. Our rooms and suites with four posters beds are generally higher for access onto the bed than a standard bed.

All bedrooms are well-lit with a mixture of hanging ceiling lights, fixed wall lights, and bedside lamps, with additional lighting available upon request.

All rooms have televisions with available subtitles if required.

There are telephones in all rooms for contact with the reception team for assistance.

Our team will always offer to show you to your room or cottage and can guide you around the facilities and services in your room on arrival.

Cottages

Our 39 cottages vary in size, configuration and can offer 1 – 4 levels. Many cottages are on one level with walk in showers if access with limited mobility is required. Tide 4 is our most accessible cottage offering 2 bedrooms both en suite with a sea view, easier access, a walk in shower, a decked outside area and no step access.

We strongly recommend speaking with the reservations team for cottage bookings with additional requirements or requests.

Our team will always offer to show you to your room or cottage and can guide you around the facilities and services in your room on arrival.

Services

We can provide the following services on request to make your stay safe, comfortable and supported:

- A manual wheelchair to use on and around the hotel grounds during your stay. Please provide advance notice.
- A mobility scooter to use on and around the hotel grounds during your stay. Please provide advance notice.
- Non slip bath mats
- A portable shower chair to provide extra stability whilst showering.
- A portable toilet frame to offer additional stability when lowering and lifting yourself up again.
- Hoist access for the AquaClub pools

Service dogs

Service dogs are welcomed in all areas of the hotel and grounds at no extra charge. Please inform our Reservations team that you will be bringing your service dog when making your booking.

Dining

Restaurants RenMor, The Terrace and The Deck all offer level access and please let our team know in advance if you require wheelchair access to the table so that we can remove a chair or if you require easy access with a mobility scooter or frame to arrive at the table and we will ensure an accessible route to your table.

Please speak with our team members who can guide you to the nearest accessible toilet or changing facility from each restaurant.

We can offer menus in large print form if required, please ask at Reception for these.

We cater for any dietary requirements with table service.

Spa and AquaClub

Pool opening times 7:30 am until 9 pm with last entry at 8:30 pm
We provide a mobile hoist for access to the pools.

- Hotel Spa pool - ladder steps
- AquaClub 25m lane pool – ladder steps (mobile pool hoist available)
- Internal hydrotherapy pool – shallow step access
- External hydrotherapy pool – shallow step access
- Internal edge pool – shallow step access
- Jacuzzi – seated access via jacuzzi edge to lower into main water via a ledge
- Children's fun pool with shallow step access
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We have accessible changing facilities and toilets in both the Spa and AquaClub
All pool areas have emergency call points and rescue aids.

Quiet spaces

We have a number of areas which can be reserved if a quieter space is needed. If you require a quiet space from a busy area, please speak with a team member who can guide you to an appropriate space. Some of our lounges offer spaces where the lighting and music can be adjusted independently.

In an emergency

If you would require any assistance during an emergency evacuation of the hotel, please notify us at check in.

The Grounds

The hotel driveway, external entrance areas and path to the gate by the beach are tarmacked and most of the car parking areas of the grounds are gravelled.

The grounds of the hotel are generally level although on a gradient in order to access the beach complex (via part of the southwest coastal path which can be bumpy) and we recommend access from the main road and down through the car park to Fistral beach.

The Beach

Newquay has many sandy beaches with differing levels of access. All beaches are tidal so please be aware of the tide times. It is not advised to use a manual or electric wheelchair on the beach and Fistral beach offers the hire of access wheelchairs specially designed with large, wide wheels and a seating position that dissipates the weight better. These wheelchairs are available from Fistral Beach Surf School (01637 850737) at Fistral beach complex on a first come first served basis. The beach complex provides level access to toilets which are open year round.

Additional Information

- If you require any assistance during your stay, please contact reception. The duty manager can also be contacted via reception.
- We have a set evacuation procedure for basic information. Alarm bells are a continuous alarm. If we have been made aware of your special access needs, someone will come to your room and assist with evacuation either out of the building or to a refuge.
- All front-of-house staff have regular training which includes disability awareness training.
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms.
- Dog-walking area information is provided on arrival.
- Room service available if required.
- All low-energy lighting is being used where possible at hotel.
- Wi-fi available in all bedrooms and public areas.
- There is good network coverage for mobile phones within the hotel and from hotel bedrooms.

Independent Living

We work very closely with a Newquay company called Independent Living which offers hire of a range of mobility products for daily living needs during your stay. Please speak with our concierge team who can assist with bookings and delivery for any additional items you may need during your stay. Alternatively, you can contact this company direct on 01637 498015.

Our visual story

We have created a visual story as pre arrival information to support anyone who may find it beneficial to prepare themselves for their visit. This can be provided by the concierge team via concierge@headlandhotel.co.uk

Contact information

Address: The Headland Hotel, Headland Road, Newquay, TR7 2ST

Telephone: 01637 872211 (reception is available 24 hours a day)

Email: reception@headlandhotel.co.uk

Website: www.headlandhotel.co.uk

Local Health Centres

Narrowcliff Health Centre, Newquay - 01637 873363

Newquay Hospital - 01637 893600

Royal Cornwall Hospital (Treliske), Truro - 01872 274242

Accessible taxis

Newquay has many Taxi companies running vehicles with various levels of accessibility – please speak with the concierge team who can assist with a booking.