

ADNAMs.
SOUTHWOLD

The Crown

SOUTHWOLD

Accessibility Guide for The Crown

thecrown@adnams.co.uk, 01502 722275, www.thecrownsouthwold.co.uk

Contact for accessibility enquiries: Duty Manager



Welcome

Standing proudly on Southwold's High Street, The Crown is at the heart of the town and just moments away from the beach.

The Crown offers distinctive food and wine in a wonderfully informal setting. As well as an extensive wine list, The Crown also showcases a range of well-kept and award-winning Adnams beers and spirits. There are two restaurant areas to choose from and if you just fancy a quick drink, then pop into our cosy back bar.

Our 14 bedrooms are all stylish and full of character, offering a high standard of accommodation and a comfortable, memorable stay in Southwold. All rooms are on the first floor and are not accessible by wheelchair. Car parking is available.

At a Glance

Level Access

- The main entrance has level access with a ramp. The ramp is portable.
- There is level access from the main entrance to:
 - Restaurant
 - Parlour Room
 - Dining Table
 - Back Bar
 - Disabled Toilet / Baby Change
 - Main Bar
 - Outdoor seating area
 - Smoking Area

Access with steps

- There are steps from the main entrance to:
 - Bedroom
 - Reception

Bedrooms

- We have non-allergic bedding.

Hearing

- The (bedroom) TVs 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

90 High Street
Southwold
IP18 6DP



Travel by public transport

- You can get to The Crown by bus and train.
- The nearest bus stop is on Southwold High Street. The bus stop is 0.2 miles / 0.3 km from The Crown.
- The nearest train station is Darsham . The train station is 9.5 miles / 15.3 km from The Crown.
- Guests arriving by train will need to prebook a taxi to collect you from the station.



Travel by taxi

- You can get a taxi with Southwold Private Hire by calling 01502 725758.
- You can get a taxi with NKS Private Hire by calling 01502 450276. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with PJ's by calling 01502 719718. The taxi company has a wheelchair accessible vehicle.



Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access. The route is 2240mm wide, or more.
- Guest with limited mobility can use either of our entrances. They are both accessible from the car park which is situated at the rear of the building. The front entrance has three steps but we can provide a ramp if required. The rear entrance is closer to the car park, has no steps, gives level access to all bar and restaurant areas and is more suitable for those using a wheelchair.



Entrance To Car Park From Road 1



Entrance To Car Park From Road 2



Car Park 1



Car Park 2



Crown Drop Off

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 2340mm wide, or more.



Main entrance

- The main entrance has level access.
- There is a portable ramp.
- The door is 970mm wide.
- The main door is side hung and manual.
- The front (main) entrance has 3 steps leading up to it. We can provide a ramp if required.

Guests in wheelchairs may find it easier to use the rear entrance which has level access from our car park. The rear door is 820 mm wide.



Main Entrance Steps



Main Entrance



Main Entrance Interior



Rear Entrance 1



Rear Entrance 2



Rear Entrance Interior

Getting around inside



Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, floor standing lights, bedside lamps, spot lights and natural daylight.
- Lights are LED and traditional filament. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- Guest can get details of our cleaning products on request.
- We can move the bedroom furniture, to improve accessibility.
- No bedrooms have level access. The bedroom nearest the main entrance has 13 steps.
- All bedrooms are ensuite.
- We have bathrooms with a separate shower.
- We have bathrooms with a bath and overhead shower. We have bathrooms with a bath.



Stairs To First Floor 1



Stairs To First Floor 2



Bedroom / Bathroom Example 1



Bedroom Example 1



Bedroom Example 2



Bedroom Example 3



Bedroom Example 4



Bathroom Example 1



Bathroom Example 2

Place to eat and drink

Restaurant

- From the main entrance to the dining area, there is level access. There is a portable ramp. The route is 1780mm wide, or more. The door is 840mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat, low sodium, high fibre and vegan specific diets.
- There is one small step between the main and rear entrance and the restaurant area. Once inside, the restaurant is well lit and spacious. Staff will always do their best to cater for all dietary requirements.



Lobby Leading To Restaurant



Restaurant Entrance 1



Restaurant Entrance 2



Restaurant 1



Restaurant 2



Restaurant 3



Restaurant 4



Restaurant 5



Restaurant 6



Restaurant 7

Place to eat and drink

Parlour Room

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 1780mm wide, or more. The door is 860mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat, low sodium, high fibre and vegan specific diets.
- There is a small lip at the entrance to the parlour, there is small ramp in place. Once inside, the Parlour Room is well lit and spacious. Staff will always do their best to cater for all dietary requirements.



Parlour Room Entrance 1



Parlour Room Entrance 2



Parlour Room

Back Bar

- From the main entrance to this area, there is level access. The route is 820mm wide, or more.
- The door is 650mm wide.
- The back bar has level access from either entrance, however the doorway to the back bar is only 650mm so wheelchair users may struggle to gain access.



Back Bar Approach



Back Bar Entrance



Back Bar 1



Back Bar 2



Back Bar 3

Disabled Toilet / Baby Change

- From the main entrance to this area, there is level access. The route is 820mm wide, or more.
- The door is 850mm wide.
- There is a fully accessible toilet and baby change which can be easily accessed from either entrance.
Both side and front transfer from wheelchair to toilet is possible.



Route To Toilet Area



Entrance To Toilet Area



Toilet / Baby Change Entrance



Toilet / Baby Change 1



Toilet / Baby Change 2

Reception

- From the main entrance to this area, there are 13 steps. There is no lift and no ramp.
- The reception area for our rooms is on the first floor.



Stairs To Reception



Reception Entrance

Main Bar

- From the main entrance to this area, there is level access. The route is 1780mm wide, or more.
- The door is 840mm wide.
- There is one small step between the main and rear entrance and the bar area. The bar is situated next to the restaurant seating.



Bar

Getting around outside

Outdoor seating area

- From the main entrance to this area, there is level access. There is a portable ramp. The route is 1030mm wide, or more. The entrance is 1030mm wide.
- There is a cobbled outdoor seating area at the front of the property which can be accessed from either entrance.



Outdoor Seating Front

Smoking Area

- From the main entrance to this area, there is level access. The route is 1030mm wide, or more. The entrance is 820mm wide.
- There is a smoking area to the rear of the property by the car park. There is no shelter.



Smoking Area 1



Smoking Area 2

Customer care support

Customer care support

- Some staff have disability awareness training.
- Staff are available 24 hours a day.
- There is a member of staff available 24 hours a day.

Guide last updated: 13 November 2019