

Access Statement for Tillmouth Park Country House Hotel

Introduction

Tillmouth Park is a traditional Country House Hotel built in 1882 offering an award-winning restaurant and fourteen individual guest bedrooms. Whilst we aim to meet the needs of all our guests there are period features which make access difficult for people with limited mobility. We have rooms on three different levels, all of which (except our two garden suites) are accessed by stairs.

The main building of the hotel is not suitable for wheelchair users.

Pre-Arrival

- For more detailed information please feel free to telephone our reception on 01890 882255.
- The hotel is located in countryside and a car is recommended.
- Berwick upon Tweed mainline railway station is a 20 minute drive away.
- We are happy to provide literature in larger print on request.

Arrival & Car Parking Facilities

- The hotel driveway is located on the main A698 Berwick to Coldstream road.
- The driveway is about half a mile long and there is adequate private parking immediately outside the front door.
- There are no marked bays as the surface is level gravel.
- We are very happy to assist guests with luggage.

Main Entrance, Reception & Ticketing Area

- There are three steps into the front entrance hall.
- The reception desk is located down a further four steps, but registration can be completed sitting in the entrance hall if preferred.

Public Areas - Hall, Stairs, Landing, Corridors etc

- All areas other than the Bar and Bistro are accessed by flights of stairs and are not suitable for wheelchair access.

Public Areas - Sitting room, lounges, lobbies etc

- The Main Hall is located on the first floor and is accessed by a wide flight of twelve stairs which are carpeted.
- The Billiard Room and Morning Room, are accessed from and on the same level as the Main Hall.

Public WCs

- The public WCs are located on the same level as the Bar and Bistro.

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

- The Library Dining Room and Private Dining Room are accessed from and on the same level as the Main Hall.
- The Bar and Bistro are located on the ground floor with separate access.
- There is a fixed ramp into the Bistro with parking immediately outside.

Bedrooms & Sleeping Areas

- All bedrooms within the main building are accessed by at least one flight of stairs and we do not have a lift.
- The garden suites have direct access from the driveway with no stairs, but they are not accessible to wheelchair users due to the siting of the doors.

Additional Information

- Upon check-in we ascertain whether guests require assistance in an emergency.
- Evacuation procedures are posted in all guest rooms at their exit door.
- All dogs are welcome in guest bedrooms. Service dogs are welcome throughout the whole hotel.

Address: Tillmouth Park Country House Hotel,
Cornhill-on-Tweed
Northumberland
TD12 4UU

Telephone: +44 (0)1890 882255

Fax: +44 (0)1890 882540

Email: reception@tillmouthpark.f9.co.uk

Website: <http://www.tillmouthpark.co.uk>

Future Plans

- Refurbishment is ongoing to maintain the fabric and furnishings of the building.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01890882255 or email reception@tillmouthpark.f9.co.uk