

This guide does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Accessibility Guide for **The Three Horseshoes Country Inn & Spa**

Introduction

The Three Horseshoes Country Inn & Spa is set in the peaceful location of Blackshaw Moor, near Leek with in the Staffordshire Peak District.

We offer a

- A traditional pub area with dining facilities for up to 150 customers over 2 floor areas offering table service and a Bar Carvery. Toilet facility for guests with access needs.
- A large function room for up to 260 customers for theme nights and private hire for occasions such as wedding.
- A spa facility (The Mill Wheel Spa) with 3 treatment rooms, changing facilities including private changing for guests with access needs, thermal suite consisting of 2 steam rooms, plunge pool, experience shower and rasul; relaxation area and outdoor spa garden with 3m sq hydrotherapy pool.
- 26 bedrooms. We have 11 rooms that are situated on the lower ground floor, 2 of these rooms are suitable for guests with access needs.

Our Inn is only a 5-10 minute drive from the nearest town of Leek. Local attractions include Tittesworth Reservoir & Visitors Centre, Alton Towers and the market towns of Leek & Buxton.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01538 300296 or email enquiries@threeshoesinn.co.uk.

Pre-Arrival

- You will find the Three Horseshoes situated on the A53 Buxton Road just 2 miles north of the market town of Leek, right on the very edge of the Peak National Park.
- For full details and maps of how to reach us, please see the location section on the front page of our website (www.3shoesinn.co.uk). Alternatively, you can plan your journey by car using the route planner on the AA website (www.theaa.com) you simply enter your postcode and ours, which is ST13 8TW to get directions.
- The nearest shops/supermarkets are situated in the town of Leek. 2 miles away from our hotel. 5-10 minute drive by car.
- The nearest bus stops are just outside our hotel on the main road (A53). The route no.118 runs about 3 times a day to the towns of Leek and Buxton. The last bus is around 6pm.
- The nearest train station is Stoke on Trent which is 13 miles away or Macclesfield which is 13 miles away. These are main line train stations with direct routes to Manchester & London.
- All taxi's within the leek and surrounding area are private hire and need to be pre booked. There is a list of companies in our guest information, or our reception team will be happy to book one for you.
- Dogs are welcome in our Pub area. We regret that we are unable to accommodate guest's pets in our bedrooms, but do of course we welcome assistance dogs.

Car Parking and Arrival

- We have a large car park that can hold approx 70 cars. The car park is over 2 areas. Upper and Lower.
 - The upper car park is the most near to the main road and is located by the main entrance to the pub, dining areas & function room.
 - There are 2 parking bays reserved for guests with access needs positioned most closest to the pub entrance.
 - There is a drop off area by the entrance.
 - To enter the pub area there is a flagged level patio from the car park or 3 flagged steps to the entrance.
 - At the entrance to the building to the pub, is a door wide enough for wheel chairs with a 2cm step.
 - The front lower car park is located most near to the reception entrance for access to the reception, bedrooms, spa and lift to the main dining area.
 - There are 3 parking bays reserved for guests with access needs located most closest to the reception entrance.
 - There is a drop off area by the entrance to reception.
 - The path to the reception is tarmac.
 - For access to the garden entrance
 - To enter the building via the gardens to the function room or dining area there is a short loop road situated at the bottom of

the carpark that allows for drop off from transport to the gardens.

- The path to the function room or dining areas is via a flagged paths with slight inclines or ramps.
- Entrance to the dining area floor is a door wide enough for wheel chair access with no steps.
- Entrance to the function room is via double fire doors on the lower function room level with no steps.
- All entrances are well lit at night with permanent outdoor lighting.
- If advise or assistance is required upon arrival, please park up and ask a manager, supervisor or receptionist at the bar, dining area, function room or reception.

Pub Area

- Entrance to the pub is through a door wide enough for wheel chairs with a 2cm step.
- Alternative entrance to the pub area is via the dining area.
- There is 2 steps in-between the pub area and carvery area.
 - To avoid any of the internal steps within the pub areas
 - we have collapsible ramps for wheelchairs to use on the internal steps. Or ask a staff member for assistance.
- The floor surface throughout is short pile carpet and tiled.
- There is a good variety and selection of seating and dining tables at various heights.

- The area is well lit with overhead lighting and several lamps.
- Reservations cannot be made in for this area.
- Even though this area is generally order food and drinks yourself at the bar. Assistance with service can be provided for customers with access needs.
- Food is generally served to the table apart from the carvery option where customers will make there way to the carvery. Assistance with service can be provided for customers with access needs.
- From this area there a are 2 x 3 steps down to the dining area, where there is a large selection of dining tables. (Please note this is the area that reserved tables are placed.) To avoid this please enter via the reception lift, fire door via top car park or via garden entrance.
- All toilets are located in the dining area with 2 sets of 3 steps in-between these 2 areas.

Main Dining Area

- Entrance to the main dining area is through either the pub entrance, garden entrance or reception via staircase or lift.
 - To avoid internal steps between the pub area to the dining area
 - please enter via reception to use the lift
 - or, ask a member of staff at the bar to open the fire door located by the upper car park to the main dining area.
 - or, enter via the garden entrance.
 - Alternatively we have collapsable ramps for wheelchairs to use on the internal steps. Or ask a staff member for assistance.

- The floor surface is a mixture of short piled carpet, tiled or wooden floors.
- There is a good variety and selection of seating and dining tables at various heights.
- The area is well lit with overhead lighting and several lamps.
- Reservations are recommended for this area.
- This area generally offers table service for food and drinks apart from the carvery option where customers will make their way to the carvery. Assistance with service can be provided for customers with access needs.
- Public toilets are located in this area, including a toilet suitable for guests with access needs located in the dining area.
 - Toilet (40cm high).
 - Grab rails, horizontal and vertical, are fitted either side of the toilet.
 - The flooring is non slip tile.
 - The wash basin height is 76cm .

Function Room

- Entrance to the Function area is through the pub entrance or gardens.
- From the pub entrance there is a through a door wide enough for wheel chairs with a 2cm step. Followed by 2 small steps in-between the pub area and carvery area. Followed by 3 steps to the upper function room area.
- The function area is over 2 levels (upper & lower) with 3 steps in between
 - The upper Function room area has a wooden floor area with a number of settees.

- In this area there is a area for dining tables known as the balcony area.
 - This area is where the function room bar is located.
 - Access to the restaurant toilets are from this area up a stair case of 8 steps.
 - There are no toilets for guests with access needs; they are located in the main dining area of the Inn. Which can be assessed via the pub to dining area with 3 sets of 3 steps. Or accessed via the gardens with gradual patio ramp to dining area level.
- o The lower function room area is mainly low pile carpet with. Central wooden dance floor area.
- There are a number of table and chairs in this area.
- Food is generally table served in this area for sit down meals. Buffets are self serve
 - Bar drinks are mainly served from the bars at the upper level. Assistance with drinks service can be provided for customers with access needs.
 - Areas are well lit but will be dimmed during disco or entertainment.
 - To avoid the set of internal steps from the pub to the lower ground function room.
 - please drop off at the garden entrance to enter the function room at lower level via the garden

- or, enter via reception, use the lift to the dining area and make route to the function room at lower level via the gardens.
- or ask a member of staff to open the fire door located by the upper car park to the dining area to make route to the function room at lower level via the gardens.
- or ask a member of staff to open the fire door on the main road side to enter the function room at the upper level. Note there are 3 steps in between the upper and lower function room.
- Alternatively we have collapsable ramps for wheelchairs to use on the internal steps.

Reception Entrance and Reception Area

- Guests are welcomed into the reception foyer, which is level throughout, where they are asked to check-in for rooms & spa, reservations and general enquiries.
- We have a low section of the reception desk for wheelchair users.
- The floor surface throughout is short pile carpet.
- Seating is available with 4 leather two seater settee's and 3 tub chairs.
- The area is well lit with overhead lighting and several lamps.
- The lift is situated in this area for access to 100 rooms, 200 rooms & lower dining area. (lift door width – 80cm wide) The lift has audio announcements and large buttons. There is a mirror at the back of the lift and it is well lit with overhead lighting.
- Assistance can be provided with luggage.

Mill Wheel Spa

- Entrance to the Mill Wheel Spa is via reception.
- The corridor from reception to the main spa area has a slight decline with short pile carpet. The remainder of the spa is on one level with tiled floor area. Areas can be subject to wet floors.
- There is a private changing room with accessible shower area, toilet and sink with good sized changing area with locker.
 - The wet room is level throughout and has: walk in shower, hand rails, sink, help pull cord (*comes direct to reception for assistance during reception opening hours*) and toilet (40cm high).
 - The en-suite wet room is accessed via a 92cm wide, step free/level entry doorway.
 - The shower cubicle is accessed via a wide folding door.
 - Grab rails, horizontal and vertical, are fitted either side of the toilet.
 - The flooring is non slip tile.
 - The wash basin height is 76cm .
- Treatment rooms and nail bar
 - Accessed by reception.
 - There are 2 nail bars with chairs at normal height.
 - All 3 treatment rooms have electronic controlled beds to allow therapists to adjust the bed at different heights with fully lie down

position or upright seating position. The lowest position is 600mm and the highest being 1000mm.

- o Excess to and within the treatment rooms have space 1000mm turning circles for wheelchairs.
- o Light levels for the treatment rooms can be controlled by the therapist.
- The wet areas consist of
 - o the mill wheel shower with plenty of area for wheelchairs.
 - o a plunge pool semi submerged in the ground. The ladder to the plunge consists of a up and over later that has one step up then 3 steps down into a cold water depth of 110cm.
 - o This area is well lit apart from spa by candlelight where lighting is dimmed.
 - o The stone bath with a door entrance of 80cm. open space of 2m sq and then a 2 tiered stoned seating area. Light level is low in this area.
 - o The Farmers sauna with a door entrance of 80cm. Central corridor of 100cm with cedar bench seating on both sides. Light level is low in this area.
 - o The rasul. Separate anti room with wet area shower. Rasul is in a pod through glass door at 70 cm with small step of 3cm. The pod is approx 2m x 1m with 2 seats. (This is a paid for treatment)
- The relaxation area and beach hut
 - Consists of a number of loungers and settees with low tables.

- This area is well lit apart from spa by candlelight where lighting is dimmed.
- The beach hut is a room with a 70 cm door entrance. The floor bed is sand at 30cm depth. The light level changes with the treatment and involves customers lying on the sand with a beach matt. (This is a paid for treatment.)
- Out door garden area.
 - Floor is wooden decked and Indian flagged stone.
 - The 3m sq hydrotherapy pool has 2 tiered steps up with hand rail and then 2 steps down into a water depth of 1.2m.

Bedrooms

- 20 of our overall 26 bedrooms are situated within the hotel extension by reception
 - 11 are located on the lower ground floor (100 rooms)
 - 9 on the second floor (200 rooms).
 - The remaining 6 rooms (300 rooms) are directly above the function room.
- Bedrooms 100's & 200's are accessed via the reception entrance, for access to 100 rooms, 200 rooms & lower dining area. (lift door width – 80cm wide) The lift has audio announcements and large buttons. There is a mirror at the back of the lift and it is well lit with overhead lighting.
- 300 bedrooms are accessed by a stair case of 15 steps, next to the function room entrance. No lift facility is available to these rooms.

- Our beds are made up with duvets but sheets and blankets can be provided if preferred. Our pillows are dacron polyester as standard.
- In every room type there is seating in the form of a tub chair and/or a desk chair. There is also a dressing table, bedside tables, bedside lamps and a wardrobe.
- All bathrooms contain either bath/shower, shower only or bath and shower.
- Flat screen Freeview digital TV's with subtitles available.
- 5 rooms (garden rooms) all have there own private garden area and own cedar hot tubs
 - There is a 5cm step from bedroom door.
 - Floors are wooden decked.
 - a hot tub is semi submerged in the ground.The tub has a outer height of 30 cm and then a step down Into a water depth of 110cm.

Rooms for guests with access needs (room 106 & 107)

- have king size beds, 55cms high from the floor to the top of the mattress, with access from both sides. The doorways to these bedrooms are 92cm wide.
- both have an en-suite wet room. The wet room is level throughout and has:
 - walk in shower, hand rails (shower stool available)

- help pull cord (*comes direct to reception for assistance during reception opening hours*)
- toilet (40cm high).
- The en-suite wet room is accessed via a 92cm wide, step free/level entry doorway from the bedroom.
- The shower cubicle is accessed via a wide folding door.
- Grab rails, horizontal and vertical, are fitted either side of the toilet.
- A shower stool is available.
- The flooring is non slip tile.
- The wash basin height is 76cm .

Bedroom Corridors

- The corridors to the bedrooms are 127cm wide and the floor covering is short pile carpet.