



Access Statement

The Capri is a detached, chalet style family run guesthouse, and is situated on the Torbay road between the towns of Torquay & Paignton. We are located central to most of the major attractions in the Torbay area, and offer nine guest bedrooms. The road has a slight gradient. The Capri has it's own off road car park to the front of the guest house, with parking for approx: 8 cars.

We are dementia friendly, and can cater for those guests who have mobility problems. We can also arrange for wheelchair hire, with prior notice.

Location & Transport

- We are located on the main road from Torquay to Paignton, this road can prove to be quite busy especially so in the summer period.*
- The nearest shops are approximately ¼ of a mile away.*
- The nearest bus stop is just across the road from us, and buses run on a fairly frequent basis in either direction during the week, the service is not so reliable on a Sunday.*
- The nearest train station to us is Torquay, which is approximately 1 mile away; there are taxis that park in the station car-park. But we do offer a courtesy car service, which is available at the time of booking.*
- The nearest coach station is just outside of Torquay town centre, which is approximately 4 miles away from us, again there are taxis available, but again we offer a courtesy car service on request.*
- Taxis are available to book from our guesthouse, with information available, or this can be booked in advance on request.*

Arrival and Car Parking

Please advise us of your anticipated arrival time, so we can be sure we are here to welcome you.

- Your accommodation will normally be ready from midday onwards; earlier arrival may however be possible by prior arrangement.*
- Parking is in front of the guesthouse, we ask our guests to park with courtesy, and consideration for other guests who may be staying with us.*
- We offer assistance with luggage, if requested.*

Main Entrance

- *Our guesthouse is slightly raised, therefore having two steps at each end of this raised area up to the entrance; on one side there is a handrail that runs the full length of this raised area. (see Photo's) This access would not be suitable for wheelchair guests.*
- *The door bell is situated to the left of the front door.*
- *The door into the entrance of the guesthouse has a slight raised section, to the bottom of the door frame.*

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- *The evacuation and emergency procedure is clearly displayed on the door of each room, this we encourage our guests to read when they occupy the room.*
- *We are a strictly no smoking establishment, but there is a bench outside of the front door with a stub bin, for those guests who wish to smoke.*
- *We cater for vegetarians, and those guests who require special diets. This can only be done if we are advised in advance of their arrival.*
- *We are happy to refrigerate any medication; we can also keep any perishables (such as clotted cream) in our fridge for a limited period.*
- *Mobile phone reception is generally o.k.*

- *We have two dogs which are very friendly, but can be separated from the guests if preferred. We only accept guide dogs if booked in advance, but do not accommodate any other pets.*
- *Menus can be provided in large print if requested, but regret we do not have facilities to prepare documents in Braille.*
- *Our website www.caprihoteltorquay.co.uk provides pictures of our accommodation and further information about the services we provide.*
- *You can contact us by phone, E mail, fax or if you prefer we provide the facility for you to book online.*

If you require any further details or have any comments regarding the service we provide, then please do not hesitate to contact us.

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- *All meals served are home cooked, using fresh produce when available.*
- *We can cater for vegetarians and special diets, if notified in advance.*
- *The dining room is central heated and also has two ceiling fans to cool the air in the summer months.*
- *We are licensed for the sale of alcohol which can be taken with meals, or served in the lounge.*

Bedrooms

- *All our guest rooms are carpeted throughout.*
- *There is a wardrobe, bedside cabinets and dressing table in all our rooms*
- *There are en-suite facilities in all of the rooms, consisting of shower, WC and wash basin.*
- *Tea and coffee facilities are provided in all rooms.*
- *We also provide a hair dryer and digital TV in all our rooms.*
- *Our beds are normally made with duvets (synthetic), all pillows are synthetic.*
- *There are extra blankets provided in all our rooms for the comfort of our guests.*
- *All towels are changed on a regular basis, unless requested otherwise.*
- *Our bedrooms are not big enough to accommodate additional seating.*

All our rooms have information regarding fire emergency procedures, general hotel information and a welcome and warning notice from the local constabulary.

Bedroom 2

This is our only guest bedroom on the ground floor, this is suitable for those guests who have mobility problems. The room has one double bed and one single, and has a floor level walk in shower.

Bedrooms 4 to 11

All the above rooms are located on the first floor, with access off a main corridor.

The garden to the rear of the property is private, but there is a small area just outside the dining room, that can be used by the guests if requested.

Additional Information

- *There are fire extinguishers located in the reception area, and on the first floor landing. The emergency call buttons are in the same area!*
- *All of the property has wired in fire alarms, with a smoke detector in each bedroom, and in all areas used by our guests.*

In the event of a fire this alarm will sound, This alarm is very loud and should be heard by our guests who may be hard of hearing

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Reception Area

- *There is a small step approximately 4 foot from the front door that leads you into the reception area, this step is 5 inches in height and is clearly marked. (See photos)*
- *The reception area is open and spacious with doors leading off to the kitchen, lounge, small toilet (no wheelchair access), dining room, private accommodation and our only ground floor guest room. These rooms are all on one level.*
- *A selection of local information, maps, attraction leaflets are available in the reception area.*
- *The ground floor accommodation we offer to those guests who have mobility problems with age or disability.*
- *There are 16 steps leading up to the first floor, where we have a further 8 guest rooms. This carpeted staircase has a wooden handrail to the first floor, with a further wooden handrail on the landing.*
- *The guesthouse is centrally heated throughout, but temperatures can be adjusted in each room to suit individual requirements.*

Lounge and Dining Room

- *Guests are welcome to use the lounge at any time.*
- *The lounge has two sofas and two armchairs, further seating can be moved in there, but room is limited. The room has a digital television, CD/DVD player, also there is a bookcase for use by the guests with a varied selection of books.*
- *There is also a selection of board games available for use by our guests.*
- *Breakfast and evening meals are served in the dining room.*



