



Further.Space Accessibility Statement for Pods at Glenarm Castle Estate

Introduction

We endeavoured to consider the accessibility of further.space sites and facilities to meet the full range of our visitors' needs so that everyone can fully enjoy their stay with us at further.space pod holiday sites.

However, this access scheme is a continually evolving project, in which all further.space staff enthusiastically contribute, providing both assistance and further suggestions to improve the services that we offer.

A comprehensive list of our facilities and service provisions can be found below:

Pre-arrival

- We offer telephone, skype, email and postal correspondence and are also more than happy to accept textphone/Minicom calls through TextDirect and Typetalk.
- Our website has been tested to conform with Web Content Accessibility Guidelines.
- Wheelchair rental is available from but needs to be arranged before your arrival.
- A copy of this access statement is available in large print and via post or email upon request.
- Our staff are always happy to discuss our facilities and your concerns even before a booking is made. Please do not hesitate to ask.

Reception Area/Tearooms

- The entrance to reception at Glenarm Estate Tearoom is via an extra wide set of double doors that lead to a foyer area in the tearoom that is level accessible to wheelchairs.
- A number of parking bays are located in close proximity to Reception, including a space and drop off point adjacent.
- Assistance from all staff is always available upon request.
- The opening hours are 10am – 5pm
- The floor plan is open with level access to the main food service area.
- All tables and chairs are moveable, and for those customers with disabilities, reservations can be made upon request and waitress service made available.
- Key catering staff are trained to discuss any food allergy concerns.
- WC and an accessible WC for disabled is located in the tearoom.

Public Areas/Grounds

- While most of the estate is step free, this is a heritage setting and not all areas are accessible, the public areas are well illuminated at night.
- Guide dogs, hearing dogs and assistance dogs are accepted in all areas.
- The main roads throughout the site and public areas are surfaced with gravel in keeping with this heritage setting. The car park is covered with gravel, whilst flat paving stones and patio stones feature within the public areas.
- Specific disabled parking spaces are located throughout the site.
- An accessible WC for the disabled is located in the Tearoom, which has level access.
- Pedestrian walkways are marked out along the busier roads and we have restricted the traffic speed throughout the site to 5mph to ensure the safety of our guests and staff.
- The site is well sign posted throughout, with both word and symbols when possible to improve readability.



Pods

- The majority of our pods have drop off parking alongside.
- Parking is permitted on each of our sites however to remain family friendly this is in designated areas.
- We do accept guide dogs, hearing dogs and assistance dogs, but please inform us upon booking.
- The majority of our pods are wheelchair accessible to the entry door (this may be via a temporary ramp that is available by prior arrangement). Please be aware there is not sufficient wheelchair turning space within the standard pod.
- Our pods are not designed to accommodate persons who require hoists or those persons that cannot be lifted from a wheelchair to the bedroom areas.
- All pods have showers and not baths, all pods offer en-suite accommodation, however this is not fully wheelchair accessible.
- All pods are heated and level inside with no internal steps but with narrow corridors.
- All pods are fitted with smoke detectors and a fire blanket/extinguisher.
- All pods are non-smoking and hyper-allergenic duvets and pillows can be provided upon request.
- Subtitles are available on all TVs where they are available (not all sites include TVs in the pod)
- Please contact customerservice@further.space for detailed plans of the types of pod layout.
- Staff are more than happy to advise on the location of pod and suitability for your requirements on enquiry during booking.
- Each pod has electrical sockets to re-charge electric devices and a fridge available to store chilled medicine in each pod, and can receive pre-deliveries of oxygen in small amounts.

Additional Information

- A 24 hour emergency phone number is provided upon arrival should you ever need to contact a member of staff in an emergency. This phone number can also receive text messages.
- Full lists of local care, medical and service providers and rental companies contact details are available in Reception.
- Phone numbers for taxi firms with wheelchair accessible vehicles are available in Reception, with a taxi pick up and drop off point adjacent to Reception.
- The local Ulsterbus service from Glenarm runs at regular intervals see:

Future Work

- We are looking into ways of increasing the range of disabled and family facilities available.
- Guest feedback and suggestions about accessibility are always warmly received.

Contact Information for Glenarm Castle Estate

Address: 2 Castle Ln, Glenarm, Ballymena BT44 0BQ

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GLENARM CASTLE



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We have tried to be as accurate and as thorough as possible when describing our site and facilities in this access statement. If this statement does not answer your particular question or if you require any further information regarding our site facilities please do not hesitate to contact us.