



## Access Statement

LilyRose Hotel  
2 Esplanade  
Whitby  
YO21 3HH

### **Introduction**

At LilyRose Hotel, we aim to ensure all our guests enjoy comfortable facilities and are made to feel welcome. We want our guests, employees, and others who use, or assist in, the provision of our services to be treated equally and according to their needs.

We have written this access statement, not only to address some of the more common issues that disabled people face, but to provide practical additional information for all guests who wish to stay at our hotel.

We request that, when making an enquiry or booking, customers inform us of any special needs or disabilities that they may have to enable us to check that we are able to meet any personal requirements as there are some features of the building that make access difficult for people with limited mobility.

LilyRose Hotel is privately owned and run. We have eighteen (18) guest bedrooms. All of these are only accessible by stairs. There are two (2) bedrooms on the lower ground floor, two (2) on the ground floor, four (4) on the first floor, four (4) on the second floor, four (4) on the third floor and two (2) on the fourth floor. We do not have a stairlift or lift.

### **Pre-Arrival**

- You can contact us via telephone, email, post or messaging app
- The Hotel has a website describing our services and terms and an illustrated leaflet
- The Hotel is situated in Whitby, on the edge of the North Yorkshire Moors National Park and close to West Cliff
- The Hotel is surrounded by your typical seaside shops, and the nearest convenience store is the Co-op, which is 0.5 miles away.
- The nearest pubs are The Fat Badger (0.1 miles) and The Granby (0.2 miles), both of which serve food and beverages
- The nearest pharmacies are Superdrug (0.4 miles) and Allied (0.5 miles)
- The nearest doctor's surgery is Spring Vale Medical Centre/Whitby Group Practice (0.5 miles) and the nearest Hospital is Whitby Community Hospital (0.5 miles) and Urgent Treatment Centre

Policy prepared by: Wendy Holton

Policy became operational in: August 2025

Next review date: May 2027

- Whitby has several bus routes coming into the Bus Station, which is 0.4 miles away from our Hotel. These include X93 and X94, and the X4 and X4A, as well as the Yorkshire Coastliner (only runs during the Summer months)
- There is also a Park and Ride Scheme which is 2 miles from the Hotel
- The closest train station is 0.4 miles away
- The nearest bus stop is on St. Hilda's Terrace or at Chubhill Harrison's Garage, both are 0.2 miles away
- There are many local taxi companies and we are happy to provide details on request
- There are directions to locate us on our website
- Our What3Words marker is: [///forum.meanest.measuring](https://www.what3words.com/#!/en/09q2-09q2-09q2/forum.meanest.measuring)

### **Arrival and Car Parking**

- There is a flat concrete forecourt immediately outside the entrance to the hotel which is lit at night
- Guests can stop on the forecourt to off-load luggage, people and pets and to collect their parking scratch card
- There is no on-site parking but guests can use a parking scratch card or parking disc to park within the W Zone
- Blue badge holders can park on any of the streets surrounding the Hotel for free but must avoid loading bays and bus stops
- Entrance to the property is up a flight of 6 stone steps plus an additional step up to the front porch
- We can help with luggage if this is pre-arranged, as staff are not always on-site
- We have a faceless check-in system, and guests are sent the door access code prior to their arrival

## **Guest Accommodation**

### **Main Entrance**

The front porch entrance has a single step approximately 18cm high to the outer front door. This door is glazed and is open 24 hours a day and is 212cm high and 91cm wide. There is a sign on the door displaying our contact details so that guests can phone for assistance. This is 157cm high. The inner porch door is also 212cm high and 91cm wide. The floor is covered in a heavy-duty barrier mat. There is a glazed inner front door that is locked with a keypad. Guests are sent the code for this keypad before arrival via email or our messaging system. This door leads to a corridor providing access to the stairs to the upper floors and rooms 16 and 17 and also access to the steps that take you down into the lower basement - rooms 18 and 19. There are 14 steps to the first rest stop, which comprises of a space to stand and a single chair to sit on. The floor landing is a further 5 steps. Each step is 17cm high. The stairs are 90cm wide and there is a handrail on the right-hand side. The entrance area has a laminated wooden floor, and the stairs and landing areas are carpeted. A selection of local information is available in the entrance hall

Guests are required to complete our online registration form before check-in, although a large print version can be provided for completion on arrival.

Check-in is currently faceless but there is scope to show guests to their rooms so that our facilities can be explained if this is arranged in advance.

There are no toilets in the hall or on the landings.

### **Laundry**

There are no laundry facilities available on the premises but there is a launderette approximately 0.1 miles away, which is around 1 minute in the car and a 3 minute walk. Please ask for directions or search for Whitby Laundry on your search engine.

### **Shopping**

The nearest shopping facility is the Co-op, which is 0.5 miles away. The walk is mostly flat and would take around 11 minutes. You can drive there is around 4 minutes.

### **Outdoor Facilities**

We do not have any outdoor facilities or a garden.

### **Entrance Hall / Guest Information Point**

This area contains a wooden cabinet which is 96cm tall.

### **Bedrooms**

There is central heating available throughout the house, most rooms have thermostat controls on radiators. Radiators may have a fixed cover to prevent guests burning themselves and interfering with the operation of the system.

The beds are made up with ten point five (10.5) tog all-season duvets. Each bedroom has a "hospitality tray" with tea, coffee, milk, sugar and biscuits. In each room there is also a television with remote control.

There are mini fridges in guest rooms 16 and 17 and there is a fridge in the staff kitchen that guests can be given access to if they need to store medication and so on.

Each room has storage space, which usually consists of wardrobe or clothes hanging point, a chest of drawers or table and a bedside shelf or unit. There is also at least one chair in each room, some have more and may also have a table. The average bed height is 60cm; average width of doorways (room entrance) is 90cm. All bedrooms have en-suite facilities and the average doorway width is 86cm; average WC height is 56cm; average height of washbasins is 75cm.

Our staircase from the main entrance leads to the first-floor rest stop (14 steps) where there is a seat for those who need to take a breather. There are a further 5 more steps to reach the first-floor landing where rooms 1-4 are located.

Continue up the staircase (a further 14 steps) to the next rest stop and then a further 5 steps to the second-floor landing where rooms 5-8 are located.

Continue up the staircase (a further 14 steps) to the next rest stop and then a further 3 steps to the third-floor landing where rooms 9-12 are located.

To the right is a further staircase (this one is steeper and goes around the corner) with 13 steps to rooms 15 and 16.

If you walk past the main staircase and rooms 16 and 17 (ground floor rooms) you will come to a staircase at the far end of the corridor which leads to the basement rooms, 18 and 19. There are 14 stairs to decent to reach this level.

- Room 1: 20m<sup>2</sup> room with a double bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 2: 28m<sup>2</sup> room with super-king bed and 2 single day beds with an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 3: 18m<sup>2</sup> room with a double bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 4: 9m<sup>2</sup> room with a double bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 5: 18m<sup>2</sup> room with a double bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 6: 21m<sup>2</sup> room with a kingsize bed, a single day bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 7: 13m<sup>2</sup> room with a kingsize bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 8: 9m<sup>2</sup> room with a kingsize bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 9: 17m<sup>2</sup> room with a kingsize bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 10: 18m<sup>2</sup> room with a kingsize bed, a single day bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 11: 10m<sup>2</sup> room with a kingsize bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 12: 10m<sup>2</sup> room with a kingsize bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 14: 15m<sup>2</sup> room with a kingsize bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 15: 31m<sup>2</sup> room with a kingsize bed in one room and twin single beds in the other. This room also benefits from an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 16: 19m<sup>2</sup> room with a kingsize bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 17: 26m<sup>2</sup> room with a four poster kingsize bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 18: 35m<sup>2</sup> room with a kingsize bed, a single day bed and an en-suite bathroom with shower cubicle. No handrail or other aids are fitted anywhere in this room.
- Room 19: 17m<sup>2</sup> room with a kingsize bed and an en-suite bathroom with walk in shower. No handrail or other aids are fitted anywhere in this room.

N.B. Room measurements have been taken from the particulars of sale 2021 and are believed to be a true reflection.

### **Additional Information**

Our pet friendly rooms are 16, 17, 18, 19, 1, 2, 3 and 4 and we accept assistance dogs by prior arrangement in our ground floor rooms (16 and 17).

We do not permit smoking anywhere in the building.

There are a number of fire extinguishers in various locations through the hotel and call points on every landing.

In the event of a fire a continuous siren will sound. There are sounders throughout the building. The signs in each room provide evacuation instructions.

If you need assistance in this kind of emergency, please let us know **prior** to your stay so we can create a PEEP to ensure you are evacuated safely.

We ask that guests inform us prior to arrival if they are planning to bring a mobility scooter so that we can plan for its storage and charging in advance. Whilst mobility Scooters can be left at the front of our building, there is no external power source and so batteries need to be charged in guest bedrooms. Only light, fold away scooters (which can be carried up the front steps) can be brought into guest rooms.

We are committed to providing an exceptional level of customer service. Whilst the physical limitations of the existing building may impose some constraints on what the Hotel is able to do, we fully intend to comply with current regulations and good practice.

The nature of the building means it is impossible to provide access to upper floors and basement bedrooms without the use of stairs.

If you require any more information, please contact us:

LilyRose Hotel, 2 Esplanade, Whitby YO21 3HH

Telephone: 01947 487777

Email: [Hello@lilyrosehotel.co.uk](mailto:Hello@lilyrosehotel.co.uk)

Website: [www.lilyrosehotel.co.uk](http://www.lilyrosehotel.co.uk)