

Mandolay Accessibility Policy

This policy demonstrates our commitment to inclusivity in all aspects of our business and describes in detail some of the ways in which we work to make our hotel exceptional in every way.

We accept that as a medium sized, independently owned hotel and events venue, there are limitations on our resources. However, as with all of our published policies, we will never allow the fact that we cannot do everything be used as an excuse for not doing everything that we can.

Mandolay is committed to providing a welcoming, safe, and comfortable experience for all guests, including those with disabilities or access needs. We recognise our responsibilities under the Equality Act 2010 and strive to remove barriers, make reasonable adjustments, and ensure equal access to our facilities, services, and information.

1. Accessible Facilities and Physical Environment

Parking and Arrival. Designated accessible parking bays are located close to the main entrance. Step-free access is available from the car park to reception.

Entrances and Circulation. While the main entrance to the hotel has steps, we have a dedicated entrance with even access. The majority of public areas, including our bar, restaurant and lounge, lifts, and ground floor corridors are designed to support wheelchair users and guests with reduced mobility.

Guest Rooms. Bedrooms with additional space and ground floor access are available. These feature widened doorways, step-free bathrooms, grab rails, lowered fixtures, visual alarms, and emergency pull cords.

Public Toilets. Accessible toilets are located on the ground floor and in the event suite, all are clearly signposted.

Lifts. Lifts serve some guest accommodation and the main event spaces at Mandolay

2. Communication and Guest Support

Booking and Pre-Arrival. Guests are encouraged to share any access requirements in advance so appropriate arrangements can be made.

Staff Training. Team members receive ongoing training in disability awareness, inclusive communication, and safe assistance techniques.

Service Adjustments. Reasonable adjustments are offered, such as priority seating, assistance with luggage, room orientation, or alternative dining arrangements.

Emergency Procedures. Personal Emergency Evacuation Plans (PEEPs) are available for guests who may require assistance during an evacuation.

3. Service Animals and Equipment

Assistance Dogs. Registered assistance dogs are welcome throughout the hotel, including meeting and event spaces.

Mobility Equipment. Portable ramps, shower chairs, vibrating alarms, or other aids may be available on request, subject to availability.

4. Continuous Development

The hotel regularly reviews its accessibility features, guest feedback, and staff training to ensure ongoing improvement. We welcome comments, suggestions, or concerns from guests to help us enhance our inclusive service.

Date: January 2026