

An aerial photograph of Tortworth Court, a large, historic stone building with multiple towers and a central flagpole flying the Union Jack. The building is illuminated from within, and its grounds are filled with outdoor seating areas featuring numerous white umbrellas and tables. In the foreground, there is a formal garden with a central circular lawn and a small fire pit where people are gathered. The sky is a mix of blue and purple, suggesting twilight.

Accessibility guide

01454 263000

[DEVERE.CO.UK/TORTWORTH-COURT](https://devere.co.uk/tortworth-court)

Contact for accessibility enquiries:

Guest Relations Team - Tortworth.GRM@devere.com

DE VERE
TORTWORTH COURT



Welcome

SITUATED JUST NORTH OF BRISTOL AND EASILY ACCESSIBLE FROM THE MOTORWAY, DE VERE TORTWORTH COURT, WOTTON UNDER EDGE, IS A HISTORIC HOTEL IN STUNNING SURROUNDINGS – A PLACE WHERE A CENTURIES-OLD STORY MEETS AN EXCEPTIONALLY MODERN EXPERIENCE.

This accessibility guide is intended to provide additional information for all guests who wish to stay at De Vere Tortworth Court, or use our facilities. Care has been given to include guests with an impairment, which could include: mobility, sight, hearing, learning disabilities or any other hidden impairment.

De Vere Tortworth aims to ensure that all employees, guests and others who use our services are treated equally and according to their needs.

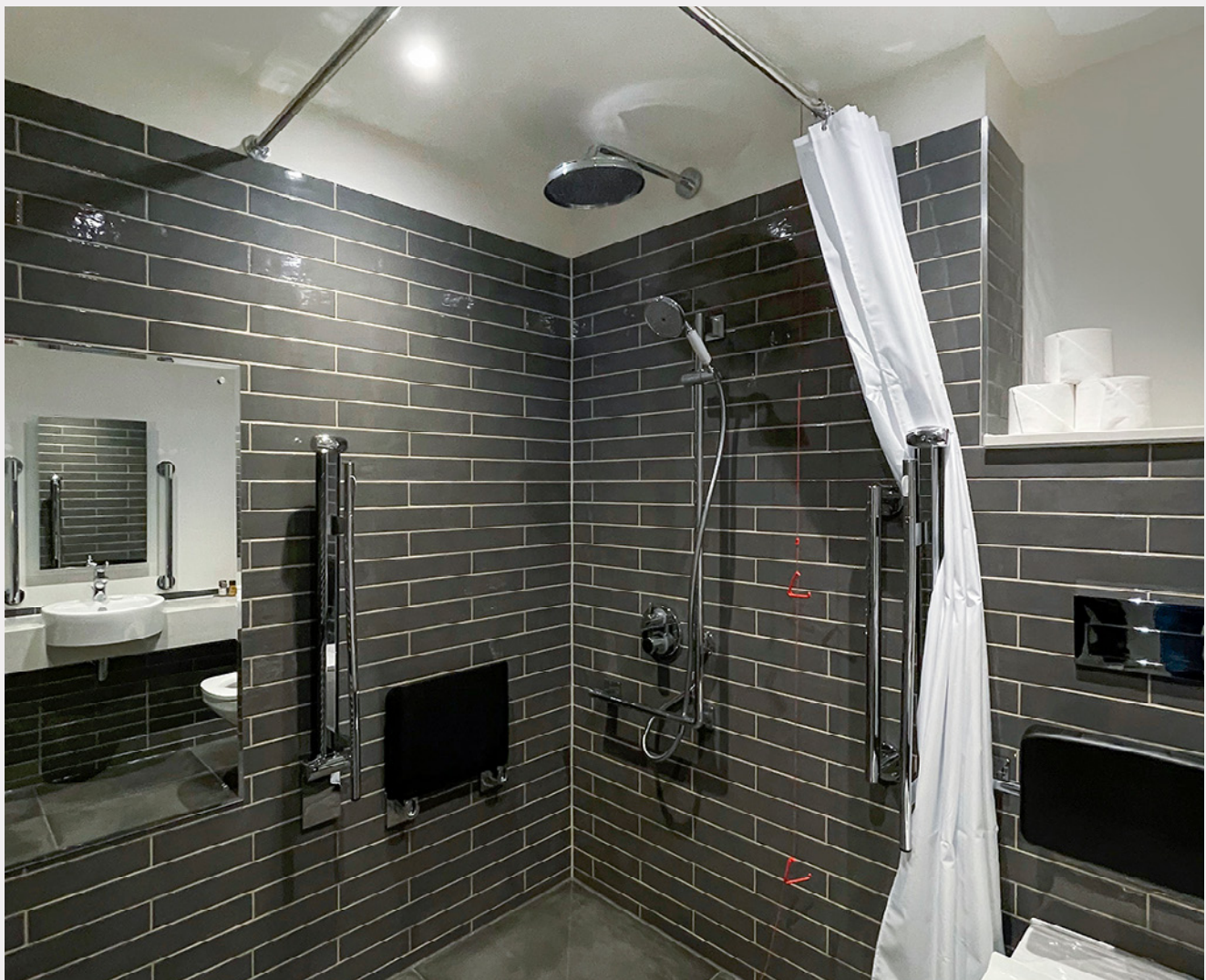
Please inform us of any special needs or disabilities you may have in order for us to meet any personal requirements; we have specially trained colleagues to assist disabled guests.

To comply with current Fire Safety regulations it is essential that anyone with a visual or hearing impairment notifies us when booking to ensure that we take the correct safety precautions during your stay.

If you need any further help or assistance please contact our Guest Relations Team - **Tortworth.GRM@devere.com**

Watch the video: Take a look:

DE VERE TORTWORTH COURT





At a Glance

LEVEL ACCESS

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
 - Reception
 - Bedroom: Accessible rooms
 - 1853 Restaurant
 - The Atrium
 - Dining Table
 - 1853 Bar
 - The Atrium
 - Swimming Pool changing area
 - Swimming Pool
 - The Gym changing area
 - Main lobby toilet
 - The Terrace by 6 O'Clock Gin

ACCESS WITH STEPS

- There are steps from the main entrance to:
 - Main gardens

BEDROOMS

- We have non-allergic bedding.

LEVEL ACCESS BEDROOMS

- From the main entrance to the bedroom, there is level access.
- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.
- The bathroom has a level access shower.

HEARING

- Some (bedroom) TVs have subtitles.
- We have a hearing loop in reception.
- Some staff have disability awareness training.

VISUAL

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.

GENERAL

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.

- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.



Getting here

DE VERE TORTWORTH COURT

Wotton Under Edge

South Glos

GL12 8HH



TRAVEL BY PUBLIC TRANSPORT

- You can get to De Vere Tortworth Court by train.
- The nearest train station is Yate. The train station is 8 miles / 12.9 km from De Vere Tortworth Court.
- The local railway station is Yate station, located approximately 20 minutes away. The closest mainline station is Bristol Parkway station and is roughly a 30 minute commute. A new non-stop service to London Paddington takes just 1 hour and 7 minutes.

TRAVEL BY TAXI

- You can get a taxi with ACA Taxis by calling 07525 142295. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with CJ's Taxi's by calling 07840 338889.
- You can get a taxi with Cam & Dursley Taxis by calling 07577753530. The taxi company has a wheelchair accessible vehicle.

PARKING

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access.

ARRIVAL

Path to main entrance

- From the street to the main entrance, there is level access.

Main entrance

- The main entrance has level access.
- There is a permanent ramp.
- The door is 2000mm wide.
- The main door is side hung and manual.



Getting around inside

LEVEL ACCESS

- We have high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.

LIFT

- We have 1 lift.
- You can get a lift to all floors.

LOBBY LIFT

- The lift door is 1500mm wide.
- The lift is 1500mm wide. The lift is 2000mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.

RECEPTION

- From the main entrance to reception, there is level access. There is a permanent ramp.
- The door is 2000mm wide.
- You can sit down at reception.

BEDROOMS

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, floor standing lights, bedside lamps, desk or table lamps and natural daylight.
- Lights are LED and energy saving. Some TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- We can move the bedroom furniture, to improve accessibility.
- From the main entrance to this area, there is level access.

ACCESSIBLE ROOMS

- The ramp is permanent.
- The bedroom is double. The bathroom is ensuite. The bathroom has a separate shower. The shower has a seat. The shower has a handrail.
- The bathroom has a level access shower. The level access shower has a seat. There is a shower chair available. The level access shower has handrails.
- The toilets have handrails. The taps are lever operated.

LOUNGE - 1853 BAR

- From the main entrance to the lounge, there is level access. There is a permanent ramp. The door is 1500mm wide.

BAR - THE ATRIUM

- From the main entrance to the bar, there is level access. There is a permanent ramp.

SWIMMING POOL

- From the main entrance to the swimming pool changing area, there is level access. From changing area to the swimming pool, there is level access.

GYM

- From the main entrance to the gym changing area, there is level access. From the main entrance to the gym changing area, there are 25 steps. There is no lift and no ramp.
- From the changing area to the gym, there are 25 steps. There is no lift and no ramp.

PUBLIC TOILET

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The toilets have handrails

PLACE TO EAT AND DRINK - 1853 RESTAURANT

- From the main entrance to the dining area, there is level access. There is a permanent ramp. To get to a table, there are no steps.
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (coeliacs), lactose free (dairy free), nut free, vegan, kosher and halal specific diets.

PLACE TO EAT AND DRINK - THE ATRIUM

- From the main entrance to the dining area, there is level access. There is a permanent ramp. To get to a table, there are no steps.
- If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (coeliacs), lactose free (dairy free), nut free, vegan, kosher and halal specific diets.



Getting around outside

LEVEL ACCESS

- From the main entrance to the gardens, there are 6 steps. There is no lift and no ramp.

TERRACE - 6 O'CLOCK GIN

- From the main entrance to this area, there is level access. To get to a table, there are no steps.



Customer care support

ACCESSIBILITY EQUIPMENT

- We have a hearing loop in reception.

CUSTOMER CARE SUPPORT

- Some staff have disability awareness training.
- Staff are available 24 hours a day.

We welcome all service dogs to the hotel, please inform us of this prior to arrival so we can ensure any specific accommodation requests are arranged.

GUIDE LAST UPDATED: 20 DECEMBER 2024

