

SOUTHCREST MANOR HOTEL

Comprehensive Accessibility Guide

This consolidated accessibility guide outlines the structural layouts, access pathways, and vertical floor configurations across the Southcrest Manor Hotel and the Manor Health & Beauty Club (MHBC) in Redditch. It details specific provisions implemented to support guests with limited mobility or sensory needs.

Primary Layout Feature: The property does not have a passenger lift. While the main hotel public spaces, dining rooms, select bedrooms, and certain spa facilities provide flat access, moving between the hotel ground level, upper accommodation floors, and the lower ground facilities requires navigating structural staircases.

Arrival and Exterior Access

- **Accessible Parking:** Dedicated disabled and van-accessible bays are positioned clearly within the front main car park.
- **Main Entrance:** A permanent, flat, and well-lit access ramp connects the vehicle drop-off zone straight to the main reception lobby.
- **Doorways:** Main entrance doors feature wide thresholds suitable for standard wheelchair frames.
- **Grounds, Gardens & Lawns:** Nestled within 10 acres of private lawns and woodland. A dedicated external ramp provides step-free transit onto the outdoor garden terrace seating area. The first lawn is accessible by descending a slope down the side of the hotel; however, this lawn route is only accessible starting from the car park at the front of the hotel.

Main Hotel Guestrooms

- **Elevator Status:** No lift is available on-site. Upper accommodation floors must be reached strictly using staircases.
- **Ground-Floor Accommodation:** Mobility-mapped rooms are positioned on the ground floor next to reception to eliminate steps entirely.
- **Adapted Bathroom Layout:** Select ground-floor rooms feature wheelchair-accessible modifications, including lower bathroom sinks, toilets with secure grab rails, and roll-in wet rooms.

Hotel Dining and Lounges

- **Oscar’s Restaurant & Bar:** Situated entirely on the flat ground level, providing clear wheelchair navigation and accessible seating options.
- **Laura Ashley The Tea Room:** Positioned at ground level with direct, step-free access straight from the hotel reception desk.
- **Public Washrooms:** A wheelchair-accessible public bathroom fitted with sturdy wall grab rails is open on the ground floor.

Manor Health & Beauty Club (MHBC) & Gym Level Layout

- **Spa Changing Rooms & Lockers:** Located on the ground floor. These facilities sit on the exact same level as the main hotel reception desk, lounge, and associated public areas.
- **Relaxation Room:** Located on the ground floor. It provides step-free seating and refreshments on the same level as the main hotel spaces.
- **Saunas & Fitness Suite:** Located on the lower ground floor (the floor below the changing facilities and main salon spaces). Stairs are required, meaning accessing these lower areas requires walking down a flight of stairs.
- **Outdoor Hydrotherapy Hot Tub:** Located on the lower level. Guests exit the ground floor level using the main internal staircase; the hot tub is reached directly outside through the exit door situated at the very bottom of these stairs.

Service Animals

- **Assistance Dogs:** Certified guide dogs, hearing dogs, and medical service animals are legally permitted across all interior rooms free of charge. Standard domestic pets are prohibited.

Property Accessibility Matrix

Location / Amenity	Accessibility Status	Key Layout & Structural Constraints
Main Lobby & Check-In	Accessible	Step-free exterior ramp directly from the car park.
Passenger Lift / Elevator	Not Available	Strict structural constraint; upper floors and lower ground levels are stairs-only.
Outdoor Terraces & Seating	Accessible	Permanent external ramp access directly from the hotel ground floor.

First Garden Lawn	Slope Access Only	Reached via a descending side slope; accessible only from the front car park.
Adapted Bedrooms	Accessible	Reserved on the ground floor; features a roll-in wet room.
Restaurants & Lounges	Accessible	Located entirely on the flat ground floor near reception.
Spa Changing & Relaxation	Accessible	Positioned on the ground floor level with the hotel reception.
Saunas & Fitness Suite	Lower Ground (Stairs Required)	Located on the lower ground floor; requires walking down steps.
Outdoor Hydrotherapy Tub	Lower Ground (Stairs Required)	Accessed by taking the stairs down to the exit door at the bottom.