



Accessibility Guide for The White Horse

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Contact for accessibility enquiries: Duty Manager



Welcome

Perfectly situated up from Blakeney Quay on the beautiful North Norfolk coast, The White Horse is cosy, characterful and stylish too.

An extensive range of well-kept, award-winning Adnams beers, wines and spirits are there to be enjoyed. Our menu showcases a range of pub classics, coastal favourites and indulgent dishes.

The 9 bedrooms are cosy and coastal, all ensuite with characterful details.

This lovely old building has lots of character, but it is also has lots of steps. Our conservatory is the only room with level access from an entrance. Unfortunately none of our bedrooms are suitable for wheelchair users and we have no disabled toilet.

At a Glance



Level Access

- The main entrance has 4 steps. There is no lift and no ramp.
- There is level access from the main entrance to:
 - Dining Table
 - Lounge



Access with steps

- There are steps from the main entrance to:

- Bedroom
- Bottom Bar
- Conservatory
- Gallery / Breakfast Room
- Bar
- Male Toilet
- Female Toilet
- Terrace



Bedrooms

- We have non-allergic bedding.



Hearing

- The (bedroom) TVs have subtitles.
- Some staff have disability awareness training.



General

- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

Getting here

4 High Street
Blakeney
Holt
NR25 7AL



Travel by public transport

- You can get to The White Horse by bus and train.
- The nearest bus stop is near the church on Cley Road. The bus stop is 0.4 miles / 0.6 km from The White Horse.
- The nearest train station is Sheringham. The train station is 9 miles / 14.5 km from The White Horse.



Travel by taxi

- You can get a taxi with Strong Cars by calling 01263 740283.



Parking

- We have a car park. 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 does not have a dropped kerb.
- From the car park to the entrance, there is level access. The route is 1650mm wide, or more.
- There is a free car park to the front of the property there are no steps or undulations en route to the main entrance.



Car Park Entrance



Car Park Entrance 2



Car Park To Main Entrance

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1650mm wide, or more.
- The path is sloped.



Main entrance

- The door is 760mm wide.
- The main entrance has 4 steps.
- The main door is side hung and manual.
- The other entrance door is 1400.00mm wide.
- The alternative entrance is at the rear of the property and leads directly into the conservatory. If guests want to access any other parts of the establishment they will need to negotiate several steps.
- There are 4 steps at the main entrance. Guests with limited mobility (using a wheelchair or walking frame) may find it easier to enter the premises via the conservatory.



Route To Main Entrance



Main Entrance



Main Entrance Steps



Conservatory Entrance



Alternative Entrance At Rear

Getting around inside



Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, bedside lamps, desk or table lamps, spot lights and natural daylight.
- Lights are LED and traditional filament. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- We can provide details of our cleaning products on request.
- We can move the bedroom furniture, to improve accessibility.
- No bedrooms have level access. The bedroom nearest the main entrance has 2 steps.

- All bedrooms are ensuite.
- We have bathrooms with a separate shower.



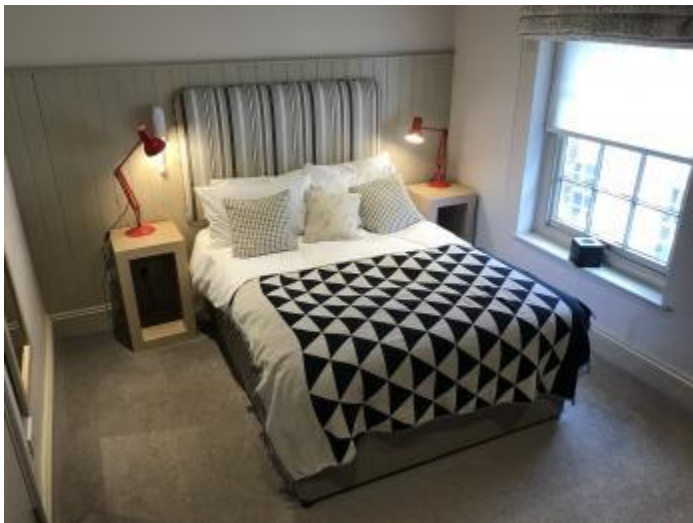
Stairs 1



Stairs 2



Stairs 3



First Floor Bedroom Example 1



First Floor Bedroom Example 2



First Floor Bathroom Example 1



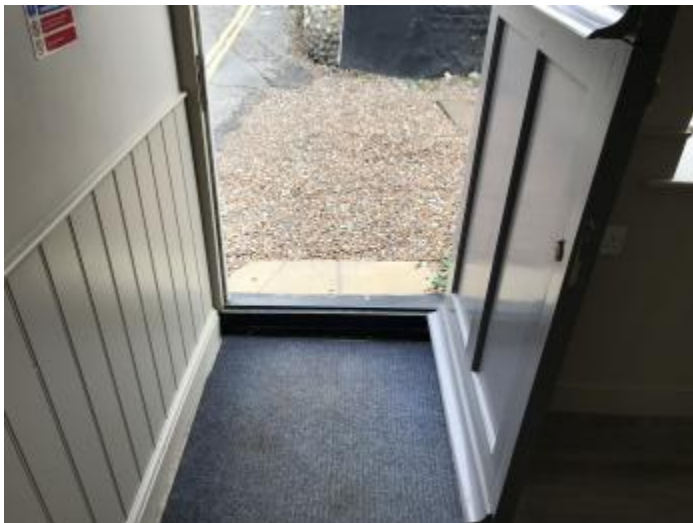
First Floor Bedroom Example 1



Door To First Floor



Door To Ground Floor Room



Ground Floor Room Step



Ground Floor Room Lounge 1



Ground Floor Room Lounge 2



Entrance to Bedroom/Bathroom Area



Ground Floor Bedroom 1



Ground Floor Bedroom 2



Ground Floor Bedroom 3



Ground Floor Bathroom 1



Ground Floor Bathroom 2

- We have bathrooms with a bath and overhead shower.



Lounge

Lounge

- From the main entrance to the lounge, there is level access. The route is 1200mm wide, or more.
- Our comfortable lounge area is easily accessed from the main entrance.



Lounge 1



Lounge 2



Bar

Bar

- From the main entrance to the bar, there are 2 steps. There is no lift and no ramp.
 - The bar area can be accessed from either entrance, although steps will need to be negotiated in order to access this area.
- The bar is a bright and spacious area.



Bar 1



Bar 2

Public toilet

Male Toilet

- From the main entrance to the public toilet, there are 3 steps. There is no lift and no ramp.
- To access our male toilets, guest have to negotiate three steps. These facilities cannot be accessed by wheelchair users.



Male Toilet Entrance



Male Toilet Steps



Male Toilet Sinks



Male Toilet Cubicle



Male Toilet Urinals

Public toilet

Female Toilet

- From the main entrance to the public toilet, there is 1 step. There is no lift and no ramp.
- There is one small step between the main entrance and the female toilets. Once inside, the toilet area is quite small and not suitable for wheelchair users.



Route To Female Toilet



Female Toilet Entrance



Female Toilet Interior

Place to eat and drink

Top Bar

- From the main entrance to the dining area, there is level access. The route is 1160mm wide, or more. The door is 1650mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), nut free, low fat, low sodium, high fibre and vegan specific diets.
- The top bar is a light and spacious and can be accessed from either entrance. Staff will do their best to accommodate all dietary requirements.



Top Bar Entrance 1



Top Bar Entrance 2



Top Bar

Place to eat and drink

Bottom Bar

- From the main entrance to the dining area, there are 3 steps. There is no lift and no ramp.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), nut free, low fat, low sodium, high fibre and vegan specific diets.
- The bottom bar area can be accessed from either entrance, although more steps will need to be negotiated in order to access this area.
Staff will do their best to accommodate all dietary requirements.



Bottom Bar 1



Bottom Bar 2

|| Place to eat and drink

Conservatory

- From the main entrance to the dining area, there are 2 steps. There is no lift and no ramp.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), nut free, low fat, high fibre and vegan specific diets.
- If guests use the rear entrance, they can access the conservatory without the need to negotiate any steps.
Staff will do their best to accommodate all dietary requirements.



Route To Conservatory



Entrance To Conservatory



Alternative Entrance To Conservatory



Conservatory 1



Conservatory 2

Place to eat and drink

Gallery / Breakfast Room

- From the main entrance to the dining area, there are 2 steps. There is no lift and no ramp.
 - To get to a table, there are no steps.
 - The route through the dining area is 800mm wide, or more.
 - There is no background music.
 - The table and plates have high colour contrast.
 - We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), nut free, low fat, high fibre and vegan specific diets.
 - Two steps lead to the Gallery, which is a bright and peaceful area adjacent to the main entrance.
- Staff will do their best to accommodate all dietary requirements.



Gallery Entrance 1



Gallery Entrance 2



Gallery

Getting around outside

Terrace

Terrace

- To get to a table, there are no steps.
- From the main entrance to the terrace, there are 6 steps.
- The terrace area is at the top of some steps directly behind the conservatory.



Steps To Terrace



Terrace Area

Customer care support

Customer care support

- Some staff have disability awareness training.
- Staff are available 24 hours a day.
- The site is not manned on a 24 hours basis but guests are provided with the number of an on-call member of staff.

Guide last updated: 13 November 2019