

Access Statement for The Crown Inn, Newcastle-on-Clun, Craven Arms, Shropshire SY7 8QL

Introduction

- The Crown is a stone/brick built, detached, 17th Century Drovers Inn, situated in the heart of the Clun Valley in an Area of Outstanding Natural Beauty
- The Crown welcomes people with disabilities and has written this Access Statement to help try and address some of the more common issues faced by disabled people.
- We have designed our own website together with web pages on other tourism websites to provide a description of the Crown and its facilities. Photographs of all rooms have also been included, where possible.
- Bookings can be made via telephone, email or by letter.
- Guests are provided with written directions to the pub, postcode for satellite navigation reference and OS coordinates for walkers/cyclists.
- The nearest public telephone box is adjacent to the Crown
- This access statement is available on our website.

This access statement is intended to provide additional information for all guests who wish to use the Crown Inn's facilities. Recognition has been given to include guests with an impairment, which may include: Mobility, Sight, Hearing, Learning Disabilities or any other hidden impairments.

Pre-Arrival

- Newcastle may be reached from the A49 at Craven Arms, 12 miles along the B4368 through Clun. From Bishop's Castle 5 miles along the A488, then 3½ miles on the B4368, from Newtown, Powys and Welshpool along the B4368, and from Knighton, Powys along the A488, then 3½ miles on the B4368.
- Anyone enquiring or looking to make a booking should inform us of any special needs or disabilities that they may have in order that we may meet any personal requirements

Arrival & Car Parking Facilities

- On arrival in Newcastle, you'll find the Crown Inn situated on the B4368 (main road).
- The Crown provides private gravelled car parking facilities for approx 12 cars.
- If you require assistance getting from your car to the pub, please contact the pub prior to arrival and we will endeavour to assist you. Our contact number is 01588 640271. Please note mobile signal strength is very poor in the area.
- From the parking area there are two ways of accessing the pub, depending on time of arrival
- A key for the rear entrance will be provided upon check-in.
- The front roadside is lit by street lighting, the rear of the property is lit by spotlights, during pub opening hours only. A night sensor light is located by the rear entrance.
- A dogs water bowl is situated to the front of the pub and can be filled on request.
- A fenced in beer garden is available for guests and their dogs to use.

Main Entrance & Reception

There are two ways to access the pub dependent on time of arrival. The pub has specific detailed opening/closing times, access for guests out of opening hours will be available through the rear entrance

- When the pub is open, access is available through the front roadside. There is a flat slabbed walkway into the pub, which leads you through the front door into a porch way, immediately after this there are two doors, one on the right opening outwards, there is a step down into the bar of approx 9.5cm. The door to the left opens inwards leading into the Lounge/Dining Room. No step.
- When the pub is closed, access is available through the Rear Entrance. There is a flat concrete slab which has a slight step of approx 5cm down when the door is opened, this leads you into a porch area with another door offset to the right which has a slight step of approx 5cm up, taking you directly into the Lounge/Dining Room.

Bar Areas - General (Internal)

- The counter height in the bar is approximately 113cm and in the Lounge/Dining is approximately 104cm, however our staff will be happy to assist with table service, if necessary.

Public Areas - General (Internal)

- The main bar area is flat, however there is a small ramp up into the games room. The dining room is also flat but undulating due to the age of the property

Public Areas – WC

- The ladies toilet is not overly spacious, it is entered through double doors from the carvery room, the first door leads into the vanity area, turning right, a step up of 20cm into the main toilet.
- The gents toilet has three urinals and a cubicle, it is entered through a single door from the bar.
- There are no aids to assist mobility in either toilets.
- There is not provision for wheelchair users at the moment.

Dining Room

- The dining room is flat but undulating due to the age of the property, Chairs and tables may be relocated to give access, where required.
- The menus are available in clear text and are stored in a menu binder. If you require the menu to be read to you, our staff will be happy to assist.

Outdoor Facilities

- There are two outside seating areas, the one to the rear of the pub, the beer garden, is accessible via the gravel car park, the second is located at the front of the pub just off the main road.

Bed & Breakfast Accommodation

- There are stairs to the first floor landing with a handrail on the right. There is no provision at present for wheelchair users, also people with limited walking ability may find it difficult to use the stairs due to the current layout.
- All bedrooms are located on the first floor, accessed by a staircase.
- The fire alarm system is audible only. Fire Safety instructions are located adjacent to the fire alarm break points
- Free Wi-Fi access is available for all our guests, on request.

Shower-room & WC [Ensuite]

- All rooms have en-suite shower rooms, these are reasonably compact. Room 2 has a step of 15cm up to the en-suite room.
- All 3 shower cubicles have a step up of between 20cm – 30cm into the shower tray.
- There are no adaptations to aid the use of the shower rooms.

Additional Information

- A welcome pack and letter is produced, plus separate instruction leaflets and places of interest leaflets.
- A key for the rear entrance will be provided upon check-in.
- Pets are welcome – please inform us on booking
- When live music is being performed, it cannot always be turned down on request.
- A notepad and pen is available on request at the bar.
- The Crown has a no smoking policy

Our Commitment

We pride ourselves on providing a first class service to our guests. Your feedback to assist us continuously improve all aspect of our business would be welcomed.

Comments can be made by phone 01588 640271 or email: mail@crow-n-newcastle.com or by letter to our postal address.

Contact Information

Address: The Crown Inn, Newcastle-on-Clun, Craven Arms, Shropshire, SY7 8QL

Telephone: 01588 640271

Website: www.crown-newcastle.com

Email: mail@crow-n-newcastle.com

Grid reference: SO 24795 82284

Hours of operation: Various, please check on website for current opening hours

Emergency number: 999 or 112 from mobiles

Local public transport/taxi number: 01588 640273 M&J TRAVEL

Future Plans

To build disabled toilet on the ground floor level, access will be provided via the games room rear door.