

ACCESSIBILITY

At The Grove, we provide a warm and inclusive environment for all of our guests, catering to their every need to ensure a relaxing and unforgettable stay. We have taken time to make sure that the facilities on our 300-acre estate are accessible.

Within the hotel and restaurants:

- Level-entry access to the hotel's main reception, restaurants, bars, Lounges, events and golf areas.
- Accessible route to the spa via a lift.
- Accessible WCs at ground floor level for all the above areas.
- Dedicated accessible parking spaces.
- Vehicle drop-off points at all entrances to the hotel with the option of valet parking and luggage portage if required.
- Level-entry access to most areas of the outdoor terraces, Formal Gardens and Walled Garden.
- Acceptance of assistance dogs in all areas.
- Catering for specific dietary requirements.
- Employee training in accessibility awareness.
- Allergy-free duvets and pillows available.
- Portable hearing loop at main reception.

Within the bedrooms:

- Lift access to the majority of our 214 bedrooms. As we are a Grade-II listed building, there are areas in the Mansion that are not fully accessible.
- Two fully accessible bedrooms located in the West Wing which can be accessed via a lift.
- Vibrating pillow alarms for those with hearing difficulties.
- A personal emergency plan adapted to individual guests' circumstances in the event of an evacuation.

For more information about the physical features of our accessible bedrooms, general areas of the hotel or special services relating to a specific disability, please call 01923 296010.