

Accessibility at Luxury Family Hotels

At Luxury Family Hotels, we are committed to providing a welcoming and inclusive experience for all our guests. We aim to make our hotel accessible to everyone, including guests with mobility, sensory, or other access needs.

If you have specific requirements or need assistance planning your stay, please contact us on 0208 0765 555 or reservations@luxuryfamilyhotels.co.uk

Arrival and Parking

- Designated accessible parking bay or bays.
- Assistance with luggage and check-in available upon request.

Public Areas

Level or ramp access to all public areas, including:

- Reception – at all hotels.
- Restaurant & bar – At Fowey Hall, Moonfleet Manor, The Ickworth and Woolley Grange.
- Lounge areas – At Fowey Hall, Moonfleet Manor, The Ickworth and Woolley Grange .
- Lift to some upper floors – At Fowey Hall (East Wing only) and Moonfleet Manor.

Accessible Bedrooms – Available at Fowey Hall, Moonfleet Manor and Woolley Grange

We offer accessible guest rooms featuring:

- Step-free access.
- Roll-in showers or accessible bathtubs with grab rails.
- Shower seats and handheld shower heads.
- Toilets with grab rails.
- Lowered wash basins.
- Visual and audible emergency alarms.
- Ample wheelchair turning space.

Please call us directly to reserve an accessible room and ensure it meets your needs.

Restaurant & Bar

- Accessible seating available.
- Menus available in large print.
- Assistance from staff available upon request.

Hearing & Vision Accessibility

- Assistance dogs are welcome throughout the hotel.
- Trained staff available to assist guests with visual impairments.