



THE HALSTON

A P A R T H O T E L

ACCESS STATEMENT

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WELCOME

The Halston is housed in Warwick Road's former General Post Office which opened on 27th February 1916. The site was previously Bartons Yard (which is where the bar/bistro gets its name from) and home to William Barton and his business partner Robert Tweeddale's horse harness and coach manufacturing business, which also supplied horses for mail coaches during the 1830s-40s. In the early 1900s, construction company Laings won the contract to build the post office. It carved the fluted columns and intricate design of the building's neoclassical facade with stone from Blaxter quarries in Northumberland. The building was impressive inside and out, with the horseshoe-shaped public counter on the ground floor made from the finest mahogany. The Warwick Road post office served the people of Carlisle for many years until it was closed in 2008.



In 2011 Burge Halston purchased the building with a vision to bring something new and exciting to Carlisle and plans were drawn up for the city's first ever aparthotel – The Halston.

The renovation programme has transformed Carlisle's former post office into a magnificent aparthotel. The Edwardian building now has a contemporary edge with many of the original features, such as flooring and banisters, carefully restored and it retains all the structural beauty and elegance it displayed during the early 20th century. As the owners are keen to keep the building's heritage alive, many of the rooms, bedrooms, function areas and offices have been named after poignant figures and places that have played a key role during the building's history, such as Bartons Yard, The Exchange and The Mail Room.

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GETTING HERE

Our address is The Halston Aparthotel, Warwick Road, Carlisle, CA1 1AB. Directions to us are also available by calling us on **01228 210 240** where our receptionist will be happy to help direct you to the hotel.

As we are situated within the city centre, this allows very good access to public travel for guests should they require this as an alternative means of travel.

Located on Warwick Road on one of the main routes into Carlisle city centre, it is five minutes by car from Junction 43 on the M6.

It is only 200m from Carlisle Citadel station, a major station on the West Coast Main Line. It is also the northern terminus of the celebrated Settle and Carlisle Line.

Please note that not all Sat Navs recognise the above postcode. Alternatively, please use CA1 1DN.

PRE-ARRIVAL

If you require assistance prior to your arrival, please contact us on **01228 210 240** and speak to our reception team who will be happy to help with any details.

We use Barry's taxi who can provide accessible taxi service in and around the local area. They can be contacted on **0776 6700 020** or visit www.carlisletaxi.co.uk. Alternatively, please call our reception team who will be more than happy to make arrangements for you.

You can contact the hotel via phone, email or in person. We are open 24 hours. Between the hours of 7am-11pm we have a dedicated reception team to respond to any enquiry. Between 11pm – 7am we have night concierge who are available to help you throughout the night if required.

CAR PARKING AND ARRIVAL

The hotel is situated on Warwick road only a few minutes away from the city centre. We have a car park called 'The Lonsdale' carpark which is located on Cecil street just before the hotel. All guests should use the main entrance of the hotel located on Warwick Road. There is an access ramp into the lobby area of reception.

- The car park is tarmac and leads onto the main street pavement.
- You will find two disabled car parking spaces at the side of the hotel for easy access. Due to limited availability all spaces are given on first come first served basis.
- There is a cobbled lane next to the hotel but can be avoided by direct access through the car park and past the large potted plants on the main street.
- The car park must be entered via the barrier from Cecil Street by taking a ticket upon entry.
- The other alternative car park which is closest to the hotel is on Mary Street. Unfortunately, we do not operate this car park and cannot offer any hotel rates on car parking. This car park is directly behind the Halston and has level access to the main entrance of the hotel.
- If you require assistance with your luggage, equipment or guidance our team of receptionist and night concierge are on duty 24 hours a day.



MAIN ENTRANCE AND RECEPTION

Our main entrance has an accessible ramp leading into our lobby and reception area on the ground floor with level access throughout. There are no steps in our reception area and leads directly to our lift for access to other floors. Our Bistro bar is also located to the left of reception. There are no steps or slopes en-route.

- The lobby area is spacious.
- The reception and lobby area is both carpeted and tiled.
- We have a check-in desk at a lower level which is 84cm high.
- The reception area has a seating area which guests can sit and check in with assistance from the reception team.
- A hearing loop is available at reception.
- On check in the staff will brief you on evacuation procedures.
- Familiarisation tours of the hotel can be given where required.
- Within each room there are information folders which contain information about the services we offer and the local area.



PUBLIC AREAS

Lobby

- This is spacious and has plenty of manoeuvrability and is well lit with spot lights and wall lights. There is ample space for guests to use when checking in or waiting for taxis. There is also an accessible bathroom situated in our bistro bar through a door directly off reception. The reception and lobby area is both carpeted and tiled.

Corridors

- All corridors to bedrooms and other facilities are well lit and spacious. All our corridors are carpeted.

Lift

- The hotel has one main lift which is situated past reception. The door measures 100cm wide.
- The lift has audio announcements.
- All sides of the lift are glass.

Public Toilets

- There are toilets in Bartons Yard (Our Bistro Bar) and in our function room, The Mail Exchange.
- Both toilets are unisex.
- Well-lit and bright.
- The doors open outwards.
- The door width is 84cm
- There is an emergency pull cord in both disabled toilets.
- The floor is tiled.
- There are vertical rails either side of the basins and toilet with a horizontal rail to the side of the toilet which can be moved up and down for your convenience.
- There are lever taps on the sinks.

RESTAURANT AND DINING

Bartons Yard our bistro bar is situated on the ground floor which can be accessed via our reception area which is all situated on one level. The reception area is both carpeted and tiled. Bartons Yard has wooden flooring throughout.

- Bartons Yard is well lit from spot lights and natural light throughout.
- There are three doors into the bar. Two doors have level access with one door leading straight onto steps.
- There are no steps located within Bartons yard.
- Should there be a requirement of a table which has additional room for a wheelchair or mobility, furniture can be moved to accommodate.
- There are different seating types with Bartons Yard such as high bar stools, comfortable fabric seats and banquet seating.



- The tables within Bartons Yard are not fixed to the ground therefore may be moved for additional space if required.
- Table service is offered in Bartons Yard.
- We are able to cater for varying dietary requirements, please advise staff when dining.
- Large print menus are available on request.

ACCESSIBLE BEDROOMS

We have a total of 9 accessible rooms which provide direct access from the lift. Each room has different / variable facilities dependant on your needs and requirements.

- Rooms 1.06 and 2.06 offer wet rooms with direct level access into the shower area.
- Rooms 1.01, 1.02, 2.01 and 2.02 have standalone showers.
- Rooms 1.03, 1.07, 1.08, 2.03, 2.07, 2.04, 2.05 and 3.01 have adjustable showers overhead.
- Rooms 2.04 and 2.05 have en-suite facilities with walk in showers.
- All our accessible rooms have executive room layouts providing enough space for wheelchair and mobility access.
- Rooms 1.06 and 2.06 have emergency pull cords located in the bathroom.
- Throughout the day there is a great deal of natural light which projects into the room.
- All door ways are 86cm wide.
- Vibrating pillow pads are available on request.
- Bathroom chair and assistance frame are available on request.
- Twin and double bed combinations available.
- The flooring in bedrooms are either carpet, wooden flooring, laminate or a combination of the mentioned.
- Dog beds, bowls and treats can be provided for assistance dogs.
- All rooms are non-smoking and non-vaping.
- The furniture is flexible in each room and items can be moved or removed on request.
- All televisions within the hotel are adjustable for sound and brightness. Guests also have the option for subtitles if needed. Mobile hearing loop available on request.
- Information folders in the apartments are available in Braille and large font if required.



MEETING ROOMS

The Library

We have The Library which can cater for 20 – 28 people. This is situated on the ground floor and is accessible directly through the reception area and also from the lift.

- Our Library has wooden flooring throughout and is on level flooring.
- The room is accessible via a door of 82cm wide.



- Window within the room which can be opened if required.
- Furniture is not fixed and tables and chairs can be moved or removed to suit the needs required.
- There are toilets available in Bartons Yard which is also located on the ground floor. This is the same public toilet as mentioned previously and is fully accessible.
- Hearing loops are available on request.
- Dietary requirements can be catered for. Please give information before arrival so we can prepare in advance.

THE MAIL EXCHANGE

The Mail Exchange function room is one large function suite which can be divided into two smaller rooms if required. The function room is located on the ground floor and they are accessible directly from the lift and our reception area. We also have a separate entrance to The Mail room via our events entrance at the back of the hotel. The Mail Exchange room can cater for 50-300 guests.



- Our Mail exchange function room has wooden flooring and short pile carpet. The room is all on one level.
- Lighting is very light and has a combination of natural light, spot lights and up lighters in both rooms. Lighting can be controlled and modified for each event or conference.
- Furniture is not fixed and tables and chairs can be moved or removed to suit the needs required.
- You can access the room via double doors 137cm wide which is situated through our reception on the right.
- There is also a separate events entrance at the back on the hotel which has a ramp leading directly through the main double doors and is all on one level.
- Hearing loops are available on request.
- There are toilets available in the function rooms which have an accessible toilet to the same specification as the public toilets listed previously.
- Please notify our events team in advance if any additional services are required for conferences or events e.g. Interpreters, palantypist, specific seating or staging. We do try to accommodate everyone's needs where possible.
- Dietary requirements can be catered for. Please give information before arrival so we can prepare in advance.

WINTER SPA

Winter spa offer beauty treatments and hair dressing. This is accessible on the ground floor down the carpeted corridor from the lift area. This is all on the same level flooring and the spa is also located on one level with access throughout. Please call **01228 210 250** for more details.

LAUNDRY

A laundry, dry cleaning and pressing service is available for our guests. You will find a laundry bag and price list in your wardrobe. Any laundry must be brought down to reception by 8am. Dependant on how busy the hotel is will depend on

the time frame of when the laundry will be back. No longer than 24 hours.

ADDITIONAL INFORMATION

Evacuation Procedures

We have set evacuation procedures which are outlined in your welcome pack in each apartment. Green fire escape signs are located around the building to show you your nearest exit. There are also several alarm points located round the public areas of the hotel if you need to raise the alarm.

- Fire alarm is a continuous alarm.
- Someone will come to your room and assist with evacuation either out of the building or to a refuge area.
- Within your welcome folder located in the apartments you will find a FIRE sign which can be placed the outside door handle of your apartment if you require assistance in the unlikely event of an evacuation.
- The fire assembly point is located at the rear of the hotel in the car park marked with a 'Fire Assembly' sign next to the recycling point.

HOTEL AND GENERAL

Assistance dogs are welcome and do not encounter any extra charge.

- The nearest pharmacy is
Boots, 43-49 English Street **01228 531 778**.
8.30am – 6pm (Monday – Saturday)
10.30am – 16.30pm (Sunday)
- Cumbria Health On Call (CHOC) Is a GP service for any out of hour's non-emergency medical attention
Telephone: **03000 247 247**
- The nearest Accident and Emergency is:
The Cumberland Infirmary
Newtown Road
Carlisle
CA2 7HY
01228 814 411
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bathrooms.
- All front of house staff have regular training which includes disability awareness training.

CONTACT INFORMATION

The Halston Aparthotel
20-34 Warwick Road
Carlisle
CA1 1AB

Telephone: **01228 210 240**

Email: **info@thehalston.com**

Website: **www.thehalston.com**

Taxi number: **0776 6700 020** Barry's Taxi or **079286 79598** Prestige Taxi's.

The city's main taxi rank is located directly outside The Halston.

Emergency number: Call **9999** or **9112** from your apartment phone.

FEEDBACK

We are always looking for ways to improve the service we provide our guests, so please contact us if you have any comments or suggestions about this access statement or anything else that you think can improve your stay with us.

info@thehalston.com