



*The Royal Hotel
Dockray, Matteredale
Penrith
CA11 0JY*

Hotel Access Statement

The Royal Hotel is located in the North Eastern Fells of the Lake District.

The hotel is independent and has a long reputation for the warmth of our hospitality and personal attention.

We want your visit to be an experience you recall with pleasure and we look forward to welcoming you to The Royal.

Pre-Arrival

- For assistance prior to arrival please contact us on 017684-82356
- The Royal is situated in the village of Dockray, 2 1/2 miles from Glenridding and 1 mile from Ullswater.
- We are 4 miles from the A66 and 11 miles from the M6
- Penrith is a 15 min drive with access to direct train connections to Manchester, London, Glasgow and Edinburgh.

Arrival & Car Parking Facilities

- The hotel has 18 parking spaces
- Disabled parking is available directly in front of the hotel

Main Entrance & Reception

- The main entrance is through the front door to a small porch area, a second door leads directly to the bar.
- Due to construction, reception is temporarily located within the lounge area.



Public Areas General (Internal)

- There is a pay phone within the bar
- The main hotel is 3 floors high and access to the 10 bedrooms is via an internal staircase as well as an external staircase from the car park.

Public Areas-WC

Bar & Lounge

- There are separate toilet facilities provided for ladies & gents.
- One allocated disabled toilet with baby changing facilities
- The floor surface in the toilets and its corridors is protective flooring

Restaurant

- There are separate toilet facilities provided for ladies & gents
- The floor surface in the toilets and its corridors is protective flooring

Restaurant/Dining Room, Bar & Lounge Area

- The Bar & Lounge area is situated on the ground floor directly inside the entrance.
- Its flooring consists of a slate tile to the right of the entrance and carpet to the left side
- Table service is offered throughout the Bar & Lounge area.
- The tables are of equal heights
- Seating consists of comfortable padded bar stools & seating
- A traditional black polished multi-burner fire within a large fireplace acts as the main focal point.
- Lighting is a combination of natural light, electric light and large church candles.
- The restaurant is also located on the ground floor with access from the bar & lounge area.
- There are 2 steps that lead up from the lounge to the restaurant.
- Restaurant floor is carpeted throughout.
- The restaurant provides table service for breakfast, lunch and dinner.
- We cater for most dietary needs, although prior warning is advised.

Laundry

- Laundry and Dry cleaning service is offered.
- Please note that dry cleaning is sent out to a local company, times of return are subject to change
- Please contact the reception for this service

Grounds & Gardens

- The hotel boasts a large beer garden to the front of the hotel with ample seating.
- There is also a large garden area to the left of the hotel with natural walkways and 2 small bridges over a natural pond & water spring

Conference, Meetings & Entertainment

Whether it is 6 people or 60 people we can accommodate you, we will endeavour to cater for your individual requirements.

Menus are tailor made according to season, taste and budget.

Bedrooms: Access

- We have 10 en-suite bedrooms that are accessed via an internal set of stairs or also by an external staircase.
- 4 bedrooms are located on the first floor, which are accessed by a small flight of stairs.
- 2 further rooms are within a corridor adjacent to the 1st floor, access to these are via the internal staircase with a turn to the right and 2 smaller steps lead up to the corridor.
- The remaining 4 bedrooms are on the 2nd floor with access via the internal staircase.
- There is no lift up to the rooms

Bedrooms: Internal

- Each room contains a telephone for internal & external calls.
- A television with remote control and built in DVD player
- A Tea & Coffee making facilities
- A hairdryer
- A comfort chair and dressing table
- Storage consists of bedside cabinets and a wardrobe.
- A guest information folder provides all hotel and emergency information
- All rooms are strictly non-smoking in compliance with current legislation
- All rooms are fitted with smoke alarms
- Lighting can be switched on at the entrance to the room
- There are bedside lights
- The bedrooms & bathrooms are generously proportioned but some provide more space than others.
- Emergency procedures are posted on each bedroom door
- All rooms are carpeted

- We try as far as possible to allocate bedrooms based upon individual guest needs
- All bedrooms offer a view

Bathrooms

- All bathrooms are fitted & tiled
- All bath have non-slip strips , also an extra non-slip mat is provided
- Bathroom lighting is bright and sanitary ware is mostly white

Additional Information

- If you require assistance during your stay please contact any member of staff
- We have a general evacuation procedure which will be explained at check in, upon request
- Due to our location there is no mobile phone coverage and TV reception may be poor on occasion.
- Wi-Fi is available throughout the lounge area and in the bedrooms
- A dart board is located in the hotels bar area
- The *Helvellyn* and *High Street* Mountain ranges are right on the doorstep which makes the Royal Hotel an ideal and comfortable base for walkers

Contact information

- Address: The Royal Hotel, Dockray, Matterdale, Penrith, CA11 0JY
- Telephone: 017684-82356
- Fax: 017684-82033
- Email: info@the-royal-dockray.co.uk
- Website: www.theroyaldockray.co.uk
- Days of operation: 365 days a year
- Emergency number: Reception Dial 0

Future plans

- The construction of our new reception area will commence December 2009
- A restaurant conservatory will commence early 2010
- We are constantly refurbishing and upgrading our public rooms and bedrooms