



Welcome to Brockencote Hall

Outlined below is some information which we hope will ensure you enjoy your visit to Brockencote Hall Hotel, regardless of whether your life is affected by a medical condition, disability, impairment or specific learning ability.

We have tried to include as much accurate detail as possible in our Access Statement but would welcome your feedback in order to continuously improve on the information we give.

Our Management team and staff are trained to accommodate guests with accessible needs, and we look forward to welcoming you.

About Us

Brockencote Hall Hotel is situated 5 miles from Bromsgrove on the left hand side just outside the village of Chaddesley Corbett. This refurbished Victorian country manor house hotel is set in 70 acres of beautiful parkland, complete with a scenic lake, tennis court and refurbished dovecote.

We are established as one of the finest luxury hotels and restaurants in Worcestershire, Brockencote Hall has won a host of awards including four AA red stars for the levels of comfort and hospitality, alongside three AA Rosettes for its outstanding cuisine. Brockencote's 21 newly refurbished bedrooms are all elegantly decorated perfectly representing the country estate splendor of the hotel.

If you have any queries or require any further assistance please contact us via email info@brockencotehall.com; or give us a call on reception 01562 777876.

Before You Arrive

For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by public transport by using www.transportdirect.info; simply enter your postcode and ours, which is DY10 4PY.

The nearest railway station is Kidderminster, which is 5 miles away. If you require an accessible taxi this can be booked in advance, please see our contact details for further information.

Enquiries can be made on line; by phone or in person.

Car parking and Arrival

There is car parking space available a short distance from the main entrance to the hotel. Immediately in front of the house approximately 3 metres from the front door a clearly marked disabled parking bay is available.

The hotel can be accessed by a full ramp with handrail at the main entrance.

Access to reception is available on the ground floor directly adjacent to the hotel.

Full Porterage is offered providing assistance on your arrival with luggage.

The car park and paths are all at one level; well-lit and within fully landscaped gardens.

Reception

The reception desk is situated on the left hand side of Reception, which is level throughout.

Alternatively, we are able to offer a seated check in service away from the desk if this is more suitable.

Reception has a stone floor with large rug.

Guests will be shown the guest lounge; bar; dining room and their bedroom.



BROCKENCOTE HALL

Public areas

The corridors are well lit.

Access to the guest lounge; bar and dining room are all situated on ground level.

The guest lounge & bar is situated on the ground floor. The room has a mixture of seating with sofas and chairs as well as high chairs with arms, together with low and high coffee tables.

Lighting is natural daylight and overhead lighting and table lamps placed around the room.

Restaurant

The restaurant is situated on the ground floor with access via a stone floored corridor.

Lighting is natural daylight and the lighting levels are controlled by dimmer switches; wall lighting and table lamps.

The flooring is carpet.

We are able to cater for varying dietary requirements – please speak to our Restaurant Manager on Duty.

Breakfast consists of a buffet style continental selection; whilst tea/coffee; toast and cooked dishes are served. We would be delighted to serve you a Continental selection if required.

Accommodation

There are 5 rooms suitable for guests with disabilities. There is one bedroom which has been designed to be fully DDA compliant. This one bedroom has an en-suite which provides horizontal and vertical grab rails either side of the toilet; grab rails horizontal and vertical around the shower/bath. Additionally, there are lever taps on the washbasin and bath and wider doors to enable wheelchair access. An emergency pull cord is located in the bathroom that activates an alarm at Reception when pulled.

All of these bedrooms are located on the lower ground floor and access is gained by a stair lift.

Bedrooms and bathrooms are bright and evenly lit by overhead lighting; bedside lighting and a desk lamp. Bathrooms are lit with an overhead light and fluorescent light over the mirror. We are happy to provide additional light if required.

Emergency escape procedures are in each bedroom. In the event of an emergency our Management and operational team will designate a member of staff to assist guests with specific needs. This can be arranged on check-in.

A vibrating pillow pad is available on request.

Bedroom flooring is short pile carpet.

All bedrooms have en-suite bathrooms.

All bathroom floors are tiled. Rubber anti-slip bath mats are provided in the bathrooms.

Function Suites/Conference Rooms

The furniture provided in these rooms are moveable and chairs with or without arms can be provided. Specialist furniture and equipment can be provided on request with advance notice of your requirements.

Food Allergies/Intolerances

If you have a food allergy or intolerance please inform a member of staff before arrival if possible, or when you arrive at the hotel. We will endeavour to ensure that the Chef and Duty Manager are made aware of your requirements so that we can cater for you the best we can.

Please be aware if you have a nut allergy, we operate a working kitchen so although we follow best practices we cannot guarantee food will be 100% nut free.



BROCKENCOTE HALL

Terrace/Gardens

There is a lawned garden area which can be accessed from the front door. Tables and chairs are provided for outdoor seating arrangements.

There are large expansive lawns; a lake and extensive grounds which are on one level and accessible (various surfaces).

Additional Information

The fire alarm system uses bells. We are able to provide assistance if you make us aware of this requirement.

Our Manager on Duty will be made aware of any guests that require assistance in the event of an emergency evacuation.

We are pleased to offer a large print version of our menu. Please advise on making your reservation or on the Concierge form provided if you require this service.

Please inform us of any dietary requirements that you have.

Chaddesley Corbett, Worcestershire, DY10 4PY
T: 01562 777876
E: info@brockencotehall.com
www.brockencotehall.com

 [/brockencotehall](https://www.facebook.com/brockencotehall)  [@brockencotehall](https://twitter.com/brockencotehall)

