

## **Splash Landings Hotel, Alton Towers.**

There are two hotels at Alton Towers situated next door to each other by the main car parks for the theme park. N.B. Access to the theme park from the hotels is via the monorail. There is a steep ramped entrance to the monorail platforms but there is level access from the platform to the wheelchair accessible last carriage on each train. The Alton Towers Hotel has accessible rooms with low level baths and the Splash Landings Hotel has 12 accessible rooms with en-suite level access shower rooms. Our researchers visited the latter; the rooms sleep up to 4 people with a double and single (with pull out single underneath however utilising this will use up the wheelchair access space so for practical purposes with a wheelchair user it will sleep up to 3) in each room although there are several accessible family rooms with bunk beds that can sleep up to 6.

There is designated parking outside the level access main entrance and a low level check in counter (with hearing loop). Access around the ground floor is good and the lift to the lower ground floor where the bedrooms are situated has controls at a wheelchair user's height and sufficient internal dimensions to allow wheelchair turning space.



The accessible rooms all have an adjoining room for a carer if required and sufficient wheelchair access around the room. There is left hand transfer to the double bed and right hand transfer to the single but no underneath clearance for a portable hoist. Each room has a low level wardrobe rail, tea/coffee making facilities and sockets

at an accessible height. There is an emergency pull cord in the en-suite but not by the bed.



The en-suite shower room has a pull down shower seat and the soap/ shower gel holder, the towel rail and shower controls are all at seated height. There is sufficient room to side transfer to the toilet and sufficient access to the good sized hand basin. There are also grab rails in the shower room and enough room for a carer/carers to assist if necessary. The television is operated by a keyboard that can be placed anywhere in the room. The hotel has a limited number of wheelchairs for hire, has an emergency evacuation procedure in place and offers pagers and under pillow sensors for those who require them. Breakfast is served in the restaurant on the main floor which has level access, a low level self service area and sufficient wheelchair access to the tables.

Adjoining is the Cariba Creek water park with accessible changing rooms and pool accessible wheelchairs to transfer to that then can be wheeled down a ramp into the pool. Also available is a portable hoist if preferred. There is a spa facility however as the treatment rooms are upstairs the staff can arrange treatments in two ground floor rooms with prior notice.