



ACCESS STATEMENT

BEST WESTERN BURNSIDE HOTEL & SPA

Set in our own mature gardens with views looking over to Lake Windermere; the hotel has ample parking for up to 80 cars, which it shares with Burnside Spa.

PRE-ARRIVAL

For assistance prior to arrival please ring our reservation team on 015394 42211, you can also contact the hotel by email stay@burnsidehotel.com or fax on 015394 43824. Reception is open from 7.00am until 11.00pm every day.

ARRIVAL & CAR PARKING FACILITIES

The hotel has 2 entrances and exits one from Lake Road, which is a steep drive not suitable for the larger vehicle and one from Kendal Road, which is a flat entrance. There are two entrances from the car park into the Hotel one comprises of 3 steps with an automatic door into an entrance where there is a night phone which will alert the Night Porter if the next door should be locked, if you are already resident you will see a swipe machine for your key which will open the door, the front door is usually locked around midnight. There is also another entrance down to the right of the hotel, which is also automatic but has no steps and a slope entrance if using this entrance you then turn left and make your way down the corridor to the reception area where you can check in. BEST WESTERN Burnside Hotel has 57 bedrooms, 5 that are on the ground floor, and one on the lower ground floor, which has suitability for a wheelchair, the Hotel also has a Penthouse suite with its own private parking space. Other reserved parking spaces can be requested in advance by calling the hotel.

RECEPTION

There is one main reception desk for check in, but if preferred this can be done at one of the seating areas, there are a number of sitting areas in reception. From the reception area there are 2 lifts available to take you to your room and if required there is assistance with your luggage. From reception down the main corridor to the left you will find several lounges, the Bar which is open all day from midday and the Restaurant which serves breakfast from 7.30am until 9.30am Monday to Friday and 8.00am until 10.00am on Saturdays, Sundays and Bank Holidays.

Evening meal is served between 6.00pm and 9.00pm, (from November until March) and 6.00pm - 9.30pm (from April - October) Sunday Lunch is available if pre-booked from Midday. In all our eating areas with offer assistance with varying dietary requirements please advise staff at time of booking.

LAUNDRY

There is a daily collection service from Reception. (Not available Saturday or Sunday)

SHOP

You can purchase toiletries from the reception desk by contacting a member of the reception staff.

A-Z

This is available in your room and will cover all aspects whilst staying in the hotel. If you need any further assistance at any time you can contact reception on Extension 0.

BEDROOMS

A selection of bedrooms are available from double and twin to Family 3 to Family 5 and different suites are also available, as previously mentioned 5 of these rooms are on the ground floor and we have one room with wheelchair access with a large room with grab rails and a shower seat. All rooms are non-smoking. We do have some rooms available where you can bring your pet along but must inform the receptionist at time of booking, to ensure the pet free rooms remain pet free for guests with allergies. There is a nightly charge of £10.00 per pet. Room service is available all day every day.



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ADDITIONAL INFORMATION

- If you require any assistance during your stay please contact reception.
- The fire alarm is a very loud continuous bell, if you should see a fire please break the nearest glass. Never use the lifts when the bells are sounding and make yourself aware of the nearest escape route the main meeting area is at the front of the hotel under the large tree. If you are dining at the time the staff will guide you and assure you reach the meeting area safely. If on arrival you believe you will have problems evacuating the hotel if the alarm is sounded you must inform the reception team. The reception team will start evacuation by telephoning your room and any staff in the lounge or eating areas will assist you in evacuating. Once evacuation is complete the hotel reception staff will do a full roll call.

WI-FI

This is available to all residents free of charge throughout the hotel.

BURNSIDE SPA

Our main pool offers relaxing poolside seating with poolside bar, two feature hot tubs, plunge pool, sauna, steam room, poolside showers and separate male and female changing facilities with secure lockers, showers and bathrooms. Open from 8.00am to 11.00pm (last entry to the pool is 10.00pm). Children under 14 years are permitted from 8.00am to 7.30pm (last entry to the pool is 7.00pm). All under 16's must be supervised by an adult at all times.

PAYMENTS

Payments can be made by cash, debit card, cheque with a guarantee card, and all major credit cards. Please note when paying by AMEX credit card there is a 5% surcharge and a minimum spend on credit cards of £20.00.

CONTACT INFORMATION

BEST WESTERN Burnside Hotel & Spa
Lake Road
Bowness on Windermere
Cumbria
LA23 3HH

Director: Richard Berry