

Access Statement & General Information

The Coppice – An Overview

The proprietors of the Coppice are committed to providing ease of access to all their guests.

There are two entrances, one level & one with a ramp, both from the parking area, which means we can cater for wheelchair & scooter users. These are also designated Fire Exits.

We are situated about 1 mile from the Harbour with a regular bus service accessible from stops within 50 yards of our Main Entrance. We are situated on the corner of Barrington / Babbacombe roads both of which are inclined so we would advise all mobility impaired guests to consider travel by car/bus/taxi to visit nearby attractions & the main shopping centres.

Private guests arriving by car have their choice of entrances to meet their needs. Coach & tour parties may only use the front entrance due to restrictions on the size of their coach.

Arrival, Entrance and Reception

Clear Signage - The Coppice name is clearly displayed on a large illuminated sign facing the Babbacombe Road & on signs, lit from below, at our entrance on Barrington Road. Our 4 star AA guest accommodation accreditation is also visible upon entrance

Private Parking - We offer private parking within our grounds. Our car park circles half of the building & is lit with wall lights. Garden, pool & sun terraces make up the rest of the grounds. An ample amount of level parking directly outside the Main Entrance is available with a reservable dedicated disabled parking space next to Main Entrance. Private guests will be offered assistance with luggage if required. To the rear of the building there is another smaller area of level parking with ramped side entrance for those guest who require alternative level access

Well-lit, accessible entrance - The guest entrance door is accessed from a level flagstone terrace leading up to a covered porch area illuminated with recessed lighting.

Reception/Bar Area - All fully carpeted & level from Main Entrance. The reception has fitted upholstered seating, the bar has bar stools and chairs. The dance floor within the Bar area has solid wood flooring. There is a small (10 cm) step from the Bar Area to the Lounge Area. This is signed with hazard markings.

Public toilets - On this floor the toilet is too small for wheelchair access. The gent's toilet is level within the Reception Area but the ladies toilets are accessed by stairs with handrail. The Restaurant toilet is suitable for wheelchair access.

Restaurant/Dining Room - This is located on a lower level to the Reception / Bar Area and may be accessed either by a choice of two internal staircases with handrails or, for wheelchairs, by entering via our secondary entrance to the rear of the hotel. This is only suitable in good weather. There is level access from this hallway into the Dining Room which has double opening doors for ease of access.

En-suite Accommodation

Access to accommodation - We offer a selection of single/twin/double/triple & family size rooms all en-suite. Most have baths with shower over but we also offer some with dedicated walk-in shower. Most rooms are situated on the Main Entrance level in wings off of the Reception & Bar Areas. These have level access with the exception of our South Wing which is accessed via a small (10cm) clearly marked step. Access to our two other levels is via stairs with handrails. As the dining room is on a different level to many of the bedrooms, please be aware that stairs may have to be negotiated at some point. But if informed of your needs upon reservation, allowing us to place you in the appropriate room (subject to availability) that suits your mobility requirements, the use of any stairs may be overcome or lessened considerably.

This is a period property & does not have a lift.

Accommodation -All rooms are fully carpeted & all en-suites have non slip flooring. Non slip bath/shower mats are also provided. Our 4 star guest accommodation rating reflects the overall standard of quality you can expect as a guest. In addition rooms have sockets that are at a raised height to comply with the regulations for the disabled & some also have grab rails within shower cubicles &/or on baths for ease of use. In addition, we also have thermostatically controlled hot water mixers fitted to our baths & showers & lever taps on our bathroom sinks

Room Facilities - All rooms are centrally heated & ensuite. Rooms are well furnished & equipped with hairdryers, luggage rack, room telephone, remote controlled Freeview digital colour LCD TVs & beverage tray.

Safety -Within The Coppice smoking is prohibited but we do provide an outside smoking area which is clearly denoted next to the entrance.

All rooms are fitted with smoke sensors & fire alarms and attached to the back of every door is a clearly visible plan of the fire assembly point. The fire exits are clearly signed and emergency lighting is provided throughout the building. Members of staff have a basic knowledge of first aid.

All rooms are fitted with door locks, which can be locked from the inside. All windows in the rooms can also be locked.

Swimming Pools - Garden Pool Patio is accessed from steps with handrail. Access to Indoor Pool Room is either via internal staircase or level entrance to the rear of building. Access to the water for either is via a hanging pool ladder. For the indoor Heated Pool there are also tiled steps. Caution is advised & neither is suitable for mobility impaired guests without assistance.

Allergies/ Special Dietary Needs All Pillows are sprung fibre pillows, which retain their shape and softness much longer than a normal pillow. The pillows are synthetic and are filled with heat-crimped fibres, which bounce back into shape after use. They have a 50/50 poly cotton case and conform to BS 5852 Ignition source2. All mattresses are covered with an anti-allergy barrier & all bed linen is 100% cotton. We do not allow pets on the premises apart from guide dogs. Vegetarians and others with any special dietary requirements are advised that prior notice is needed in order that we may cater satisfactorily for their needs.

Food and Drink

Meat - We only use fresh meat purchased from a local butcher who endeavours to source as much as possible from Devon farmers.

Fresh Vegetables and Fruit - Our fruit and vegetables are bought fresh from a local supplier with an emphasis on local seasonal produce.

Homemade Desserts - The majority of our desserts are homemade by our Head Chef.

Dairy - We only use locally bought free-range eggs and our milk, cheese and cream is provided fresh from the local dairy.

Drinks - On draught we sell Stella & Becks Lager as well as Bass Bitter. We also offer a wide range of spirits and liqueurs as well as soft drinks.

Noise and Public Transport

The Coppice is situated in the chic Wellswood area of Torquay within our own grounds which keeps the noise level to a minimum. The Babbacombe Road which runs nearby is usually not busy but some traffic noise is inevitable. There are nearby public bus links to the surrounding area and we have a freephone in Reception to a local taxi company.

Local Shops & Post Box

There is a Post box near our main entrance & a small parade of local shops approximately 150 yards away.

Nearby Attractions

The famous Kent's Cavern Caves are approximately 200 yards away near our local shops.

TERMS AND CONDITIONS FOR BOOKINGS

A deposit of £50.00 must be received to confirm all bookings with balance payable upon arrival. Debit cards, cheque or cash only accepted.

Check-in time after 3.00 pm. Check-out time at 10.00 am. Guest may be charged for an extra day if they occupy room after check out time.

Cancellation Policy

Refund of Deposit: 7 days advance notice required before arrival date to secure a full refund. 3 - 7 days: half refund. 72 hours or less: no refund given

Pre booked holidays: No refund will be given if early departure is decided & no adjustments will be made for meals not taken.

Guests are advised to arrange holiday insurance before arrival to cover unexpected events

The Coppice reserves the right to outbook or cancel any booking at any time if necessary or if it is unable to fulfil its legal obligations. Christmas & New Year deposits and cancellation arrangements differ from the Standard Rules and will be advised at the time of booking.

The Coppice reserves the right to close the leisure facilities, withdraw rooms/entertainment from use without prior notice. Terms and Conditions for group bookings are as per the Hotel Contract. Please note: Parking space must be reserved before arrival & may be subject to daily charge. Smoking anywhere within the hotel is illegal. A charge will be made for anyone breaking this law. The Coppice also reserves the right to evict anyone found smoking & refuse refund for their stay.