

Introduction:

Welcome to Belmore Court & Motel's Accessibility Guide. We are committed to ensuring that all our guests and staff have a comfortable and accessible experience, as demonstrated by our [Statement of Commitment to disabled users](#). This guide provides essential information about our facilities and services to assist those with accessibility needs. However, we know that everyone's needs are different, so if you have any questions or anything not covered in the following information, please do not hesitate to get in touch. We will be happy to assist you. And, of course, our friendly and experienced team will be on hand to help you at any point during your stay with us.

1. Arrival and Parking:

Location: Visit our [Location page](#) for more details.

Public Transport: From Belfast, there is an [accessible Translink Ulsterbus Goldliner](#).

Accessible Parking: Two designated accessible parking spaces are located near the main entrance (5m from the front door) with dropped kerbs. There are two outside the accessible standard rooms allocated. There is also a parent/guardian and child parking bay.

Drop-off Point: A drop-off point with ample space is available at the front entrance for easy access.

Taxi: We can supply local taxi telephone numbers, and Diamond Cabs (028 6632 6633) has taxis suitable for wheelchairs if required. We are happy to make a booking for you.

Mobility Scooters: [Enniskillen Shop Mobility](#) are based at the [Bus Station](#) and is available by appointment only – 028 6632 9965.

Contact: For assistance before arrival, please contact the reception team by phone, WhatsApp, email or in person. 028 6632 6633 or info@motel.co.uk.

2. Reception & Public Areas:

Accessible Reception: The reception desk/counter has a section at least 1500mm wide with its surface no higher than 760mm. It has a knee recess at least 700mm above floor level. The foyer floor is tiled with a strip of carpet along the centre. Seating is available in the Foyer for clients to rest whilst checking in at Reception.

Assistance: Staff are always available to assist with check-in and provide information about our accessible facilities.

Entrance: Level access throughout the ground floor. The automatic doorway has a minimum open clearance of 1057mm with contrasting colours to the door surround, helping a person with visual impairment to determine the door. The minimum width of all internal doorways is 910mm. The doorbell is situated to the right-hand side of the entrance, should a guest require assistance in negotiating the doors, which, at night, may be closed.

Corridor Width: Our corridors are wide and well-lit, suitable for wheelchair users.

Signage: Clear signage, including braille, where necessary, is in place to assist visually impaired guests.

Public Areas: Our Reception and Foyer Area, Breakfast Room, and Lowry Room are all on one level and are accessible from the main entrance. Automatic door release mechanisms are used in some parts of the building to permit free movement. Doors fitted with this closure type will shut if the fire alarm system operates.

Reception: Open from 7am–10.30pm; our staff are always available to help you during these times. After 10.30pm, we have a night manager on duty who will be able to offer assistance.

Loop: The front desk has a fixed hearing induction loop.

Power: Wall sockets are located throughout the ground floor and internal upper floor corridors.

Assistance Dogs: Assistance dogs are welcome throughout the motel. Pet dogs can be accommodated in some Standard Rooms – additional charges may apply.

Night Security: We keep a record of all guests notified with disabilities in the event of any emergency or evacuation. Night Managers hold details on guests with hearing difficulties, sight difficulties and movement restrictions so that they may assist in an emergency. Guests are encouraged to call Reception for assistance at any time, and we shall respond immediately.

3. Stairs & Lifts:

Stairs: There is a level landing at least 1200mm at the top and bottom of each flight of stairs. The width of the stairs is 1220mm, and the stairs have a continuous handrail on both sides (40 to 50mm diameter rail easy to grip 50-60mm from the wall)

The handrails are at a height of between 900mm and 1000mm. There are a maximum 20 steps to each floor. The edges of the stairs are highlighted and contrasted to help a person with visual impairment distinguish step edges (50mm wide on both tread and riser).

Lift: The lift has an automatic door and carpeted floor. There is an unobstructed manoeuvring space of 1500mm x 1500mm, or a straight access route 900mm wide in front of the lifting device. The landing call buttons/symbols are located between 900mm and 1100mm from the floor of the landing and are raised to facilitate tactile reading. The call and control buttons contrast visually with the surrounding face plate. The lift can comfortably accommodate a wheelchair and one escort. The floor space is 1430mm x 1060mm. The doors are mm wide. A mirror is provided in the lift car to enable a wheelchair user to see the space behind the wheelchair. Floor indicator buttons within the lifts are at the standard level and an audible level indicator.

4. Accommodation:

Accessible Rooms: We offer two specially designed Superior Rooms (One Twin Room and One Triple Room) accessible with wide doors (900mm), lowered facilities, and emergency call buttons. They are situated such that they have equal access to views enjoyed from other bedrooms and all available amenities of the building. Doors to enter rooms are fitted with a lower-level wide-angle viewer at an accessible height. A clear space is provided on one side and at the foot of a bed to allow a person to assist with transfer.

Adjoining Room: Room 348 (Triple Room) has an adjoining room suitable for a carer/family member.

Room Amenities: Each accessible room has visual alarm systems and accessible bathrooms with grab rails and emergency pull cords.

Ambulant Accessible Rooms: Two Standard Family Rooms are suitable for the ambulant disabled. Ramps are available for wheelchair users, although the door openings are standard width. These rooms have accessible toilets, while the doors are inward-opening, and the toilets are not fitted with alarms.

Reception: We will be happy to allocate rooms as soon as they know guest requirements correctly. We would ask that requests be made at the enquiry stage as to the availability of our more easily accessible rooms.

Deaf Guard: A Deaf Guard fire alarm listening device is available at Reception.

Ground Floor: There are 12 Standard rooms with Ground Floor Access, with the rest requiring stair access. All Superior and Executive Rooms are accessed via a lift to the upper floors.

Corridors and Internal Doors: The corridors/passageways have an unobstructed width along their length of at least 1200mm. The effective door opening width is a minimum of 900mm.

Carpet: The bedrooms have short pile carpets.

Lights: All rooms have central and bedside lights - extra lighting is available.

Bedding: The majority of bedding is 'non-feather'. Please advise us before your stay of any allergies. Nonallergic bedding is available.

Beds: Our single beds are 6'6" x 3', double beds are 6'6" x 5' and super king beds are 6'6" x 6'. The space around the bed varies depending on the room type reserved. Our Reservations team can discuss this with you when booking. Most super king beds can be split into twin beds. However, this is not possible in some rooms.

Balconies: Some of our rooms have balconies with external doors that have a higher and lower locking mechanism. Contact reception to have the upper lock released if required.

Fridges: All Superior and Executive Rooms have mini coolers. Most Standard Rooms (Not Cosy's) have fridges. We have a fridge behind reception to store medication during a guest's stay if requested.

General: All rooms are 'non-smoking'. There is a telephone available in all bedrooms. All bedrooms have an ensuite facilities. Plugs are available on both sides of the bed in all Double / King Size rooms. All rooms have either curtains or blinds. All rooms have wardrobes of various sizes. All TV's have subtitles available.

5. Bathrooms & Shower Rooms:

Public Toilets: Ladies' and gentlemen's toilets are available on the ground floor, 10m from Reception. There is an ambulant disabled cubicle in each with grab bars and a higher pan. There are sensor taps and sensor soap. There is a disabled toilet on the ground floor. This is 2.44 metres x 1.43 metres. The room is well-lit, and the floor is tiled. The access door opens outwards. The opening is 920mm. An emergency assistance alarm system is installed. Supporting grab rails are provided. The toilet flush is a paddle-type design for ease of use. The toilet is at a specific height to make it easier for wheelchair users to transfer and for those with mobility issues to use it without bending as far. The wash basin is accessible to wheelchair users. There is a lever-handle tap or a tap for ease of use. Baby changing facilities are available in the disabled toilet. The toilet is fitted with a colostomy shelf.

Accessible shower room facilities: These are available in a selection of bedrooms.

6. Dining Facilities:

Accessible Breakfast Area: Our Breakfast area is fully accessible, with adjustable seating to accommodate all guests. The door into the Breakfast room dining area has an initial door open width of 800mm. The total open width is 1542mm when both doors are opened with full glazing, which has visual manifestation. The handle height is 1025mm, although the door remains open during service.

Seating: This may be requested close to the entrance to save a lengthy journey, and all tables are fully accessible. Please indicate on booking your requirements.

Table Service: Although we provide a self-service buffet, table service is available on request.

Menu Options: We offer menu options for guests with specific dietary requirements and allergies. Menus are available in large print and braille.

Other Meals: The WV bar/restaurant is next door (30m away) across a road, and there are no stairs in the downstairs public areas. There are many other accessible restaurants within a few minutes drive. [Link to the accessible restaurant blog page.](#)

7. Equipment Available:

On booking, please inform our reception team of any equipment required for your booking, and we will do our utmost to arrange this or hire on your behalf. NOTE: We would advise Guests requiring wheelchair usage regularly to supply their own wheelchair.

- Wheelchair
- Bath seat
- Cot
- Highchair
- Mobility scooters and powered wheelchairs can be charged in the main foyer.

8. Meeting Spaces:

Accessible Meeting Rooms: All our meeting rooms are accessible, with flexible seating arrangements to meet various needs. The Lowry room has a fixed hearing induction loop system.

9. Emergency Evacuation Procedures:

Evacuation Plan: We have a well-defined evacuation plan for guests with mobility and sensory impairments.

Staff Training: Our staff are trained to assist in an emergency.

Fire Alarm: The fire alarm is a continuous sounder and does not have flashing lights. Deaf guards are available for guests with impaired hearing. Fire action notices are public in each room. Please ensure that you familiarise yourself with these for your safety. A Personal Emergency Evacuation Plan can be agreed upon arrival with guests on request.

10. Feedback and Improvement:

Feedback: We welcome feedback from our guests regarding our accessibility features and services.

Continuous Improvement: We are committed to improving our accessibility features based on guest feedback and industry best practices.

Website Commitment:

This website (www.motel.co.uk) is run by Blakely McCartney Ltd. We aim to provide a website accessible to a broad audience, regardless of technology or ability. We are always looking to improve the accessibility of this website and welcome any suggestions users might have to help us do so. If you feel we are not meeting your accessibility requirements, please contact info@motel.co.uk.

Visit our blog to read our suggested [3-day accessible adventure itinerary](#) and much more.

Contact Information:

For any specific requirements or questions about our accessibility features, please get in touch with Terry McCartney at **028 6632 6633 or info@motel.co.uk**

This Accessibility Guide is part of our commitment to ensuring that Belmore Court & Motel is a welcoming and inclusive environment for all guests and staff. We strive to provide a comfortable and accessible experience for everyone.