



CRAVEN HOUSE
LUXURY SERVICED APARTMENTS

CRAVEN HOUSE ACCESS STATEMENT

Please find outlined below information we hope will ensure you enjoy your visit to Craven House regardless of whether your life is affected in some way by a medical condition, disability, impairment, or specific learning difficulty.

Prior to your arrival

- Enquiries and reservations may be made by phone or email
- Should you require a taxi to the Craven House from either Hampton Court Station or Claygate Station (5 minute drive), London Heathrow or London Gatwick Airport (40 minute drive), we use a reliable company on a regular basis and we would be delighted to book them on your behalf. They do have vehicles suitable for wheelchairs if required
- Directions to Craven House can be found on our website www.cravenhouse.net

On arrival at the hotel

- We have a plenty of parking at the front of all Craven House properties along with ample additional car parking
- Entrance to Craven House is by way of a few steps
- We are more than happy to help you with your luggage and will collect it from your car and deliver it to your apartment if preferred

Public areas

- All our corridors at Craven House are well lit and carpeted
- A wide staircase and landing leads to the 2 suite apartments and similarly externally to the Studio apartment
- The fire alarm system is bells and does not have flashing lights. Assistance is given if evacuation is necessary

Accommodation

- All our apartments are one level, with just one step in the Court Suite accessing the bedroom and 2 steps to the Studio bathroom. All rooms are large and spacious
- We do not have adapted bathrooms and grab rails are not in the bedrooms as standard
- All corridors and public areas are well lit
- All doors and corridors are wide enough for wheelchairs/zimmer frames/pushchairs
- Service dogs (only) are welcome
- Fridges are in all apartments



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- We are able to use the front doors and the guest door in the event of evacuation. The bells will ring continuously if evacuation is needed. If you require assistance for evacuating, please notify us on arrival

We have tried to be as accurate as possible and have included as much detail as we can in our Access Statement, however we welcome your feedback to continuously improve on the information we provide.

If you require further assistance, please call Lucy on 0208 9614 4460

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