

Access for Quality Statement
Heworth Court

General Information

Introduction.

Our family run team prides itself on aiming to cater for the needs of all our guests to the best of our ability. Please read the information below giving you detailed information on our facilities and each individual room, allowing you to ensure your stay with us will be the best it can. If you have any queries please do not hesitate to contact us on the details at the bottom of the page.

Arriving and getting around York

- The hotel is easily accessible by all main routes into the city, and from the ring road. Please see our website 'location' link for detailed instructions.
- Public transportation in York, on the whole, is very reliable, and our staff are happy to advise you on the best routes to get you to your chosen destinations.
- The train station, located in the heart of York city centre, is 1.5 miles from the hotel. Approximately a ten minute journey by car (potentially longer during periods of heavy traffic), and up to a 20 minute bus ride, depending upon the bus route. To walk would take approximately 40 minutes.
- Taxis are available directly outside the train station, and as York does not have a designated Bus Station, the majority of buses make stops at the train station.
- We have a free-phone telephone taxi service available in the hotel for guests. There is a regular bus service (number 9) that runs to and from the city centre, every ten minutes.
- The bus will accept pensioner's bus passes and in most cases the driver has plenty of change.

Arriving at Heworth Court/ Checking in.

- The reception is in the main building, clearly signed Heworth Court.
- The front door is securely locked from the outside; please use the doorbell to get the attention of the reception staff.
- Heworth Court is split into 2 buildings, approximately 100 metres apart, the main hotel building and Sutherland House, our Georgian Annexe. Each building has its own car park.
- Your bedroom key gives you access to the front and back door of the main building and the front door of our Annexe, Sutherland House.
- The main building is where all public facilities are located.
- Reception is open daily from 7am until 11pm, last check-in is 10.30pm. We pride ourselves on customer service and will endeavour to help you to the best of our ability with any requests and queries.
- After 11pm there is an emergency telephone number you can ring if you are having any problems.
- There is someone on-sight 24 hours a day, 7 days a week, however between the hours of 11pm- 7am this is for emergency purposes only.

Access for Quality Statement
Heworth Court

Car Parking Facilities.

- At Heworth Court we have adequate parking for all our guests.
- We have two car parks conveniently located on the site of each of our buildings.
- Parking on both sites has clearly marked tarmac bays.
- Both car parks are flat and level surfaces.
- Both car parks are monitored by CCTV 24hours a day, 7 days a week.
- The main building car park gate is locked after all check-ins have arrived (or at dusk) and unlocked again at 7am.
- Access between these times will be given to guests only, please enquire at reception.

Local Amenities

Located within five minutes walking distance of the hotel are the following local amenities:-

- Co-op Local Store
- Post Office
- Shell Petrol Station and Spar Store
- Halifax and Natwest Banks
- Local Pharmacy
- Hairdressers and Barbers Shop
- Children's Play Area (Glen Park)
- The Shoulder of Mutton and Nags Head Public Houses
- Slightly further a field is Monks Cross Shopping Centre, roughly 2 miles from Heworth Court. Here you will find a variety of shops including supermarkets, clothing and fashion, electrical, entertainment and home interiors. There are also café's and fast food outlets.

Please ask at reception for directions.

Additional Information

- Heworth Court is a completely non-smoking hotel.
- Smoking is permitted in the car park at the rear of the main building or at the front of the hotel and Sutherland House.
- Heworth Court does not accept any pets.
- There is a good mobile network reception throughout both buildings and in all public areas.
- We also offer free Wi-Fi Internet, accessible in the bar area of the main building.
- Guests are welcome to put any special diet foods or medication in our fridge. However, this is not accessible 24hours a day.
- In the event of a fire, an alarm will ring continuously.
- You are able to use the front and back doors of the main building and the front door of Sutherland to evacuate.
- Some rooms have specified fire exits.

Access for Quality Statement
Heworth Court

- If you would require assistance in such an event please inform reception or dial '0' on your telephone to speak directly to the reception staff.

Heworth Court Contact Information.

Address: Heworth Court
Heworth Green
York
YO31 7TQ
Telephone: 01904 425156
Fax: 01904 415290
Email: hotel@heworth.co.uk
Website: www.heworth.co.uk

Useful Contacts.

In the event you become ill or require urgent medical attention you can do one of the following:-

1. Visit one of the local Pharmacies for any mild medical conditions, that perhaps the Pharmacist could prescribe medication (colds, headaches, etc).
2. Call NHS direct on 0845 4647
3. Visit the NHS walk-in centre, located on Monkgate, less than half a mile from the hotel, or call them on 01904 725401. No appointment required, they are open daily 8am- 6pm.
4. Visit the York District Hospital Accident and Emergency Department, Wigginton Road, York. It is a ten minute drive from Heworth Court, ask at reception for directions. Telephone number 01904 234578.

If you require any Mobility Equipment during your stay in York, please contact Eden Mobility on 01904 234577.

We welcome all feedback and comments on the hotel, our facilities and service to help us improve the quality of your stay at Heworth Court.

Access for Quality Statement
Heworth Court

The Main Building

Public Areas

All public areas, hotel rooms and Courtyard are non-smoking areas.

Reception

- The Reception area is located at the front entrance to the main building of Heworth Court.
- Outside the front door is a ramp approximately 89.5cm wide, as is the front door.
- There is a doorbell located on the right hand side of the door; this is 137cm from the ground.
- As you enter the building the reception desk is to your right.
- The desk is 107cm high.

Bar and Restaurant.

- From the Reception area, a door 80cm wide leads to the bar, restaurant, lounge and ladies toilet.
- The bar is through the door on your first left and the restaurant is on your second left.
- Both doors are approx 85.5cm.
- There is ample space for guests with high chairs, prams, pushchairs, or wheelchairs.

Lounge and Toilets.

- As you leave the reception area the first door on your right leads to the ladies toilets.
- The door is approx 83.5cm wide, however as you open the door the passage turns 90 degrees immediately to the right, and is slightly narrower.
- The Gents toilets are located on the first floor above the Reception area.
- Special requirements can be made if it is not possible for a gentleman guest to use the facilities on the first floor.
- The second door on your right, 81cm wide, leads to our ground floor Guest Lounge.
- We display a large variety of tourist information leaflets for York and North Yorkshire, in the lounge, and also sample menus for restaurants in the city centre. These are updated regularly.

Courtyard

- To the rear of the building, there is a door, 83.5cm wide, leading to our Courtyard.
- This door has a ramp identical to that at the front entrance.
- There is an archway, 90.5cm wide that leads to the car park.

Access for Quality Statement
Heworth Court

Room Descriptions

Room 1	Standard Double	First Floor
STAIRS	To bedroom	15 steps
	Width and Depth	74x 17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	73.5cm
	Bed	1 double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining style chairs with wooden frame.
BATHROOM	Bathroom door width	68.8cm
	Facilities	Shower, sink and toilet.
	Adjustable Shower	YES
	Step into shower	36cm

Room 2	Executive Double	First Floor
STAIRS	To bedroom	16 steps
	Width and Depth	95x16.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	87cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chairs
BATHROOM	Bathroom door width	69cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	27cm

Room 3	Standard Double (Family)	First Floor
STAIRS	To bedroom	16 steps
	Width and Depth	95x16.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	87.5cm
	Bed	1 double bed 1x single
	Bed Size	Double-137x190cm Single- 96.5x196cm
	Seating	2x cushioned seat, dining chairs.
BATHROOM	Bathroom door width	68cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	20cm

Access for Quality Statement
Heworth Court

Room 4	Standard Double	Second Floor
STAIRS	To bedroom	31 steps
	Width and Depth	95x16.5cm/ 79x18cm
	No steps into bedroom or bathroom	
BEDROOM	Bedroom door width	81cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	1x cushioned seat armchair, 1x cushioned seat, upholstered dining chair
BATHROOM	Bathroom Door width	68cm
	Facilities	Shower
	Adjustable Shower	NO
	Step into shower	18cm

Room 5	Standard Double	Second Floor
STAIRS	To bedroom	31 steps
	Width and Depth	95x16.5cm and 79x18cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	80.5cm
	Bed	1 double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chairs
BATHROOM	Bathroom door width	67.5cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	19cm

Room 6	Standard Double	Ground Floor, Courtyard
STAIRS	To bedroom	0 steps
	Width and Depth	N/A
	Step into room	1
	Width and Depth	101x20cmcm
BEDROOM	Bedroom door width	84cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chair
BATHROOM	Bathroom door width	58cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	28cm

Access for Quality Statement
Heworth Court

Room 7	Standard Double	Ground Floor, Courtyard
STAIRS	To bedroom	0 steps
	Width and Depth	N/A
	Steps into bedroom	1
	Width and Depth	90.4x17cm
BEDROOM	Bedroom door width	76cm
	Bed	1 double bed
	Bed Size	137X190cm
	Seating	2x cushioned seat dining chair
BATHROOM	Bathroom door width	76cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	15cm

Room 8	Standard Double	Ground Floor, Courtyard
STAIRS	To bedroom	1 steps
	Width and Depth	73x16cm
	No steps into bedroom or bathroom.	
BEDROOM	Entrance door/ bedroom door width	76.5cm/ 68.5cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chair
BATHROOM	Bathroom door width	68.5cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	24cm

Room 9	Standard Double	Ground Floor, Courtyard
STAIRS	To bedroom	1 steps
	Width and Depth	73x16cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	76cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chair
BATHROOM	Bathroom door width	68cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	24cm

Access for Quality Statement
Heworth Court

Room 10	Standard Double	Ground Floor, Courtyard
STAIRS	To bedroom	0 steps
	Width and Depth	N/A
	Step into room	1
	Width and Depth	75.5x16cm
BEDROOM	Bedroom door width	75.5cm
	Bed	1 double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chairs.
BATHROOM	Bathroom door width	76cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	23cm

Room 11	Standard Double	Ground Floor, Courtyard
STAIRS	To bedroom	0 steps
	Width and Depth	N/A
	Steps into room	1
	Width and depth	91x12cm
BEDROOM	Bedroom door width	76cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chair
BATHROOM	Bathroom door width	76cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	24cm

Room 12	Superior Double (Super Kingsize)	First Floor, Courtyard
STAIRS	To bedroom	13 steps
	Width and Depth	90x19.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	75.5cm
	Bed	1x super king size or 2x single bed
	Bed Size	183x381cm/ 91.5x190.5cm
	Seating	2x cushioned seat dining chairs
BATHROOM	Bathroom door width	76.5cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	17cm

Access for Quality Statement
Heworth Court

Room 14	Superior Double (Super Kingsize)	First Floor, Courtyard
STAIRS	To bedroom	13 steps
	Width and Depth	90x19.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	75.5cm
	Bed	1x super king size or 2x single bed
	Bed Size	183x381cm/ 91.5x190.5cm
	Seating	2x cushioned seat dining chairs
BATHROOM	Bathroom door width	68.5cm
	Facilities	Bath and Shower combined
	Adjustable Shower	YES
	Step into shower	57cm

Room 15	Standard Double	First Floor, Courtyard
STAIRS	To bedroom	13 steps
	Width and Depth	90x19.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	76cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chair
BATHROOM	Bathroom door width	75.5cm
	Facilities	Bath and Shower combined
	Adjustable Shower	YES
	Step into shower	54cm

Room 23	Superior Double (Four Poster)	First Floor
STAIRS	To bedroom	15 steps
	Width and Depth	74x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	79cm
	Bed	1x Four Poster bed
	Bed Size	137x190cm
	Seating	2x Cushioned seat arm chairs
BATHROOM	Bathroom door width	76cm
	Facilities	Bath and Shower combined
	Adjustable Shower	YES
	Step into shower	57.5cm

Access for Quality Statement
Heworth Court

Room 24	Superior Double (Kingsize and Roll top Bath)	Second Floor
STAIRS	To bedroom	30 steps
	Width and Depth	74x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	79.5cm
	Bed	1 king size double
	Bed Size	153x201cm
	Seating	2x cushioned seat dining chairs.
BATHROOM	Bathroom door width	68.5cm
	Facilities	Separate bath and shower
	Adjustable Shower	YES
	Step into bath/ shower	60cm/ 17cm

Room 25	Standard Double	Second Floor
STAIRS	To bedroom	30 steps
	Width and Depth	74x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	79cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chair/.
BATHROOM	Bathroom door width	76.5cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	28cm

Access for Quality Statement
Heworth Court

Sutherland House- Georgian Annexe

- Sutherland House is next door but two to the main hotel building, approximately 100 metres away.
- Rooms span across 3 floors.
- There are no public facilities in Sutherland House.

Room 31	Standard Double	First Floor
STAIRS	To bedroom	19 steps
	Width and Depth	83x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	84cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chairs
BATHROOM	Bathroom door width	68cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	21cm

Room 32	Superior VIP Double	First Floor
STAIRS	To bedroom	19 steps
	Width and Depth	83x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	84cm
	Bed	2x double bed
	Bed Size	137x190cm
	Seating	1x upholstered stool
BATHROOM	Bathroom door width	68cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	26cm

Room 33	Superior Double (Four Poster)	First Floor
STAIRS	To bedroom	19 steps
	Width and Depth	83x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	84cm
	Bed	1x Four Poster
	Bed Size	137x190cm
	Seating	2x cushioned seat arm chairs, 1x cushioned seat stool
BATHROOM	Bathroom door width	76cm
	Facilities	Bath and Shower Combined
	Adjustable Shower	YES
	Step into shower	48cm

Access for Quality Statement
Heworth Court

Room 34	Standard Double	First Floor
STAIRS	To bedroom	19 steps
	Width and Depth	83x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	84cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chairs
BATHROOM	Bathroom door width	76cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	18cm

Room 35	Standard Double	Second Floor
STAIRS	To bedroom	36 steps
	Width and Depth	83x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	79cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chair
BATHROOM	Bathroom door width	74cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	18cm

Room 36	Family Room	Second Floor
STAIRS	To bedroom	36 steps
	Width and Depth	83x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	79cm
	Bed	1x double, 2x single bed, 1x futon
	Bed Size	137x190cm/ 50x97cm
	Seating	1x cushioned seat stool
BATHROOM	Bathroom door width	69cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	25.5cm

Access for Quality Statement
Heworth Court

Room 37	Standard Double	Second Floor
STAIRS	To bedroom	36 steps
	Width and Depth	83x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	74cm
	Bed	1x double
	Bed Size	137x190cm
	Seating	2x cushioned seat armchairs
BATHROOM	Bathroom door width	69cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	25.5cm

Room 38	Standard Double	Second Floor
STAIRS	To bedroom	36 steps
	Width and Depth	83x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	77cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2xs cushioned seat dining chairs
BATHROOM	Bathroom door width	66cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	16cm

Room 41	Executive Double	Ground Floor
STAIRS	To bedroom	2 steps (outside front door)
	Width and Depth	110x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	83cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2xcushioned seat arm chairs, 1x cushioned seat stool.
BATHROOM	Bathroom door width	78cm
	Facilities	Shower
	Adjustable Shower	YES
	Step into shower	14cm

Access for Quality Statement
Heworth Court

Room 42	Superior VIP	Ground Floor
STAIRS	To bedroom	2 steps (outside front door)
	Width and Depth	110x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	82cm
	Bed	2x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chair, 1x cushioned seat stool.
BATHROOM	Bathroom door width	79cm
	Facilities	Bath and Shower combined
	Adjustable Shower	YES
	Step into shower	50cm

Room 43	Executive Double	Ground Floor
STAIRS	To bedroom	2 steps (outside front door)
	Width and Depth	110x17.5cm
	No steps into bedroom or bathroom.	
BEDROOM	Bedroom door width	83cm
	Bed	1x double bed
	Bed Size	137x190cm
	Seating	2x cushioned seat dining chairs, 1x upholstered stool.
BATHROOM	Bathroom door width	76cm
	Facilities	Bath and Shower combined
	Adjustable Shower	YES
	Step into shower	50cm