

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

Heworth Court 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 1.5miles away.

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.

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 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 24hours a day, 7days a week, however between the hours of 11pm- 7am this is for emergency purposes only.

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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 are the following local amenities:-

Co-op Local Store

Post Office

Petrol Station and Spar Store

Natwest Bank

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 main building 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.

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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](mailto:hotel@heworth.co.uk)

Website: [www.heworth.co.uk](http://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 away 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 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

To bedroom 15 steps

Width and Depth 74x 17.5cm

##### STAIRS

No steps into bedroom or bathroom.

Bedroom door width 73.5cm

Bed 1 double bed

Bed Size 137x190cm

##### BEDROOM

Seating

2x cushioned seat dining style chairs with wooden frame.

Bathroom door width 68.8cm

Facilities Shower, sink and toilet.

Adjustable Shower YES

##### BATHROOM

Step into shower 36cm

##### Room 2 Executive Double First Floor

To bedroom 16 steps

Width and Depth 95x16.5cm

##### STAIRS

No steps into bedroom or bathroom.

Bedroom door width 87cm

Bed 1x double bed

Bed Size 137x190cm

##### BEDROOM

Seating 2x cushioned seat dining chairs

Bathroom door width 69cm

Facilities Shower

Adjustable Shower YES

##### BATHROOM

Step into shower 27cm

### Room 3 Standard Double (Family) First Floor

To bedroom 16 steps

Width and Depth 95x16.5cm

#### STAIRS

No steps into bedroom or bathroom.

Bedroom door width 87.5cm

Bed 1 double bed 1x single

Bed Size Double-137x190cm

Single- 96.5x196cm

#### BEDROOM

Seating

2x cushioned seat, dining chairs.

Bathroom door width 68cm

Facilities Shower

Adjustable Shower YES

#### BATHROOM

Step into shower 20cm

### Room 4 Standard Double Second Floor

To bedroom 31 steps

Width and Depth 95x16.5cm/ 79x18cm

#### STAIRS

No steps into bedroom or bathroom

Bedroom door width 81cm

Bed 1x double bed

Bed Size 137x190cm

#### BEDROOM

Seating 1x cushioned seat armchair, 1x cushioned seat, upholstered dining chair

Bathroom Door width 68cm

Facilities Shower

Adjustable Shower NO

#### BATHROOM

Step into shower 18cm

### Room 5 Standard Double Second Floor

To bedroom 31 steps

Width and Depth 95x16.5cm and 79x18cm

#### STAIRS

No steps into bedroom or bathroom.

Bedroom door width 80.5cm

Bed 1 double bed

Bed Size 137x190cm

#### BEDROOM

Seating 2x cushioned seat dining chairs

Bathroom door width 67.5cm

Facilities Shower

Adjustable Shower YES

#### BATHROOM

Step into shower 19cm

Room 6 Standard Double Ground Floor, Courtyard

To bedroom 0 steps

Width and Depth N/A

Step into room 1

STAIRS

Width and Depth 101x20cmcm

Bedroom door width 84cm

Bed 1x double bed

Bed Size 137x190cm

BEDROOM

Seating 2x cushioned seat dining chair

Bathroom door width 58cm

Facilities Shower

Adjustable Shower YES

BATHROOM

Step into shower 28cm

Room 7 Standard Double Ground Floor, Courtyard

To bedroom 0 steps

Width and Depth N/A

Steps into bedroom 1

STAIRS

Width and Depth 90.4x17cm

Bedroom door width 76cm

Bed 1 double bed

Bed Size 137X190cm

BEDROOM

Seating 2x cushioned seat dining chair

Bathroom door width 76cm

Facilities Shower

Adjustable Shower YES

BATHROOM

Step into shower 15cm

Room 8 Standard Double Ground Floor, Courtyard

To bedroom 1 steps

Width and Depth 73x16cm

STAIRS

No steps into bedroom or bathroom.

Entrance door/ bedroom door  
width

76.5cm/ 68.5cm

Bed 1x double bed

Bed Size 137x190cm

BEDROOM

Seating 2x cushioned seat dining chair

Bathroom door width 68.5cm

Facilities Shower

Adjustable Shower YES  
BATHROOM  
Step into shower 24cm

Room 9 Standard Double Ground Floor, Courtyard

To bedroom 1 steps  
Width and Depth 73x16cm  
STAIRS

No steps into bedroom or bathroom.

Bedroom door width 76cm

Bed 1x double bed

Bed Size 137x190cm

BEDROOM

Seating 2x cushioned seat dining chair

Bathroom door width 68cm

Facilities Shower

Adjustable Shower YES

BATHROOM

Step into shower 24cm

Room 10 Standard Double Ground Floor, Courtyard

To bedroom 0 steps

Width and Depth N/A

STAIRS

Step into room 1

Width and Depth 75.5x16cm

Bedroom door width 75.5cm

Bed 1 double bed

Bed Size 137x190cm

BEDROOM

Seating 2x cushioned seat dining chairs.

Bathroom door width 76cm

Facilities Shower

Adjustable Shower YES

BATHROOM

Step into shower 23cm

Room 11 Standard Double Ground Floor, Courtyard

To bedroom 0 steps

Width and Depth N/A

Steps into room 1

STAIRS

Width and depth 91x12cm

Bedroom door width 76cm

Bed 1x double bed

Bed Size 137x190cm

BEDROOM

Seating 2x cushioned seat dining chair

Bathroom door width 76cm

Facilities Shower

Adjustable Shower YES  
BATHROOM  
Step into shower 24cm

Room 12 Superior Double (Super Kingsize)

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

Room 14 Superior Double (Super Kingsize)

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

Room 15 Standard Double First Floor, Courtyard

To bedroom 13 steps  
Width and Depth 90x19.5cm  
STAIRS  
No steps into bedroom or bathroom.  
Bedroom door width 76cm  
Bed 1x double bed  
Bed Size 137x190cm  
BEDROOM  
Seating 2x cushioned seat dining chair

Bathroom door width 75.5cm  
Facilities Bath and Shower combined  
Adjustable Shower YES  
BATHROOM  
Step into shower 54cm

Room 23 Superior Double (Four Poster)

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

Room 24 Superior Double (Kingsize and Roll top Bath)

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

Room 25 Standard Double Second Floor

To bedroom 30 steps  
Width and Depth 74x17.5cm  
STAIRS  
No steps into bedroom or bathroom.  
Bedroom door width 79cm  
Bed 1x double bed  
Bed Size 137x190cm  
BEDROOM  
Seating 2x cushioned seat dining chair/.

Bathroom door width 76.5cm  
Facilities Shower  
Adjustable Shower YES  
BATHROOM  
Step into shower 28cm

Sutherland House- Georgian Annexe

Sutherland House is next door but two to the main building,  
approximately 100 metres away.

Rooms span across 3 floors.  
There are no public facilities in Sutherland House.

Room 31 Standard Double First Floor

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

Room 32 Superior VIP Double First Floor

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

Room 33 Superior Double (Four Poster) First Floor

To bedroom 19 steps  
Width and Depth 83x17.5cm  
STAIRS

No steps into bedroom or bathroom.

Bedroom door width 84cm

Bed 1x Four Poster

Bed Size 137x190cm

**BEDROOM**

Seating 2x cushioned seat arm chairs, 1x

cushioned seat stool

Bathroom door width 76cm

Facilities Bath and Shower Combined

Adjustable Shower YES

**BATHROOM**

Step into shower 48cm

#### Room 34 Standard Double First Floor

To bedroom 19 steps

Width and Depth 83x17.5cm

**STAIRS**

No steps into bedroom or bathroom.

Bedroom door width 84cm

Bed 1x double bed

Bed Size 137x190cm

**BEDROOM**

Seating 2x cushioned seat dining chairs

Bathroom door width 76cm

Facilities Shower

Adjustable Shower YES

**BATHROOM**

Step into shower 18cm

#### Room 35 Standard Double Second Floor

To bedroom 36 steps

Width and Depth 83x17.5cm

**STAIRS**

No steps into bedroom or bathroom.

Bedroom door width 79cm

Bed 1x double bed

Bed Size 137x190cm

**BEDROOM**

Seating 2x cushioned seat dining chair

Bathroom door width 74cm

Facilities Shower

Adjustable Shower YES

**BATHROOM**

Step into shower 18cm

#### Room 36 Family Room Second Floor

To bedroom 36 steps

Width and Depth 83x17.5cm

**STAIRS**

No steps into bedroom or bathroom.

Bedroom door width 79cm  
Bed 1x double, 2x single bed, 1x  
futon  
Bed Size 137x190cm/ 50x97cm  
BEDROOM  
Seating 1x cushioned seat stool  
Bathroom door width 69cm  
Facilities Shower  
Adjustable Shower YES  
BATHROOM  
Step into shower 25.5cm

Room 37 Standard Double Second Floor

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

Room 38 Standard Double Second Floor

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

Room 41 Executive Double Ground Floor

To bedroom 2 steps (outside front door)  
Width and Depth 110x17.5cm  
STAIRS  
No steps into bedroom or bathroom.  
Bedroom door width 83cm

Bed 1x double bed  
Bed Size 137x190cm  
BEDROOM  
Seating 2xcushioned seat arm chairs, 1x  
cushioned seat stool.  
Bathroom door width 78cm  
Facilities Shower  
Adjustable Shower YES  
BATHROOM  
Step into shower 14cm

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

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