



Introduction

The Centre is on a level site with beautiful gardens. We have 76 bedrooms offering some en-suite, twin or family rooms and single, double, twin and family rooms in standard accommodation. The Centre is an ideal venue for conference, study days, field courses, retreats, parish holidays or music sessions, receptions and special events. We are also pleased to welcome independent guests and aim to provide the highest standards of service to all our guests. The first known building on this site was erected in 1813 and whilst we aim to meet the needs of all our guests there are some features which might make access difficult for people with limited mobility.

Pre-Arrival

- For assistance prior to arrival please contact the reservations team on 01947 600051.
- The centre of the town is a 15/20 minute walk (5 minute drive).
- A bus service is available from the centre of town; there is a 5 minute walk from the bus stop to the Centre.
- There is a company which specialises in accessible taxi service – please see 'contact information' below.
- You can contact the Centre by phone, email, and fax or in person. We are open 24 hours although response e.g. to emails, may be reduced from 6 pm to 8 am.
- We have a website with pictures of the Centre.

Arrival & Car Parking Facilities

- All guests should access Reception via the Archway. There are no steps and the ground is even.
- The main car park is adjacent to Reception and has disabled parking bays marked.
- We can assist guests with luggage.
- Disabled guests may drive to St Francis House and park near to the guest bedrooms.

Main Entrance & Reception

- There are no steps in the main lobby area.
- The front desk is immediately in front of you when entering the main entrance.
- There are a number of sitting areas in Reception.
- The Reception desk is 104cm high.
- The floor surface in Reception is carpet.
- Familiarisation tours can be given where required.

Public Areas – General (Internal)

- The Refectory has a wooden floor.
- The flooring on all corridors is short pile carpet.
- There is a loop system in the Hilda Room and the Margaret Cope Centre Studio

Public Areas – WC

- There are public toilets adjacent to Reception.
- One set has a unisex accessible toilet –
- transfer and turning space
- floor is non slip laminate
- there are vertical and horizontal rails
- there are lever taps on the sink.

Refectory/Bar

- The Refectory is reached through the Reception area and there are four steps into the Refectory.
- The Refectory is accessible via external fire doors.
- There is one step up to the cafeteria style servery and one step back into the Refectory.
- Waitress service is available
- We are able to cater for varying dietary needs, please advise staff on booking.
- Furniture can be moved on request.
- Tables have under space of 69cm high by 80cm wide and a height of 72cm. There are chairs without arms which can be moved to accommodate.
- There is a bar situated on the first floor accessed by eleven steps or one step plus a stair lift.
- The bar is accessible via two steps through the garden. It is well lit and table service is available.

Laundry

- We have a guest laundry on site with a washer, dryer and ironing facilities.

Shop

- Steps lead down to a Christian Bookshop.

Leisure Facilities

- There are tennis courts available for guests and a five a side football pitch.
- There is a children's play area.
- We have extensive gardens on a level

Conference & Meeting Rooms

- Bede Hall – accessible, no loop system, wood floor.
- Hilda Room – ramp available, loop system, carpeted.
- MCC Studio – accessible, loop system, lino flooring.
- Lab and Learning Zone – accessible.
- Games Room – accessible.
- Please notify conference organisers in advance if any additional services are required.
- We do try to accommodate everyone's needs where possible.

Bedrooms

There are two accessible bedrooms which provide specific facilities for guests with disability. These include:

- wide entry door
- storage and wardrobe hanging adjustable to needs
- twin beds
- flooring is short pile carpet
- the furniture is flexible in the rooms and items can be moved or removed on request.
- low level light switches
- low level telephone to contact Reception for assistance during your stay.
- level entry showers
- grab rails around shower – horizontal and vertical
- grab rails to toilets – horizontal and vertical
- flooring in the bathroom is non slip laminate

Additional Information

- Assistance dogs are welcomed.
- Mobile phone reception is generally good.
- Wi-fi available
- We have a set evacuation procedure – alarm bells are continuous. Please let us know if you require someone to come to your room and assist with evacuation either out of the building or to a refuge e.g. hearing impairment.
- We are happy to take delivery of hired equipment.

Contact Information

- Sneaton Castle Centre, Whitby, North Yorkshire, YO21 3QN
- Telephone: **01947 600051**
- Fax: **01947 603490**
- Email: **reception@sneatoncastle.co.uk**
- Website: **www.sneatoncastle.co.uk**
- Grid reference: **NZ 880 106**
- Hours of operation: 24 hours
- Emergency number: **999**
- Local public transport numbers: Arriva **0871 200 22 33**
- Esk Valley Railway **08457 484950**
- Local accessible taxi numbers: Streamline **01947 603306**

We welcome your feedback to help us continuously improve if you have any comments please phone **01947 600051** or email **linda@sneatoncastle.co.uk**

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