



MATFEN HALL

COUNTRY HOTEL, SPA & GOLF ESTATE

Matfen Hall Accessibility and Inclusivity Statement

Matfen Hall is committed to ensuring a safe and comfortable stay for all guests regardless of need. Our staff will always seek to go above and beyond.

Bedrooms

Matfen Hall has one DDA compliant bedroom, complete with a lowered-bed, emergency call function and wet room.

Bedrooms are accessible either on the ground floor or by lift.

Bathrooms in all bedroom classifications have a walk-in shower.

For guests with specific accessibility needs, a Personal Emergency Evacuation Plan is completed to ensure we are fully prepared in the event of an emergency.

Public Areas

There are several accessible washrooms throughout the property, as well as accessible changing facilities.

All restaurants and lounge areas have varied seating and significant space to ensure the comfort of all guests.

The hotel entrance and route around the interior is fully accessible by wheelchair.

Assistance dogs are welcome across the estate.

The Retreat Spa

The Retreat Spa is ground-floor and accessible by wheelchair, with a lift to the accessible treatment room.



MATFEN HALL

COUNTRY HOTEL, SPA & GOLF ESTATE

The Keepers

All golf and restaurant facilities at The Keepers are ground-floor, with ramp access to the entrance and wide doors.

Arrival

Our guest relations team will be in touch with all guests prior to arrival to ensure any and all visible or hidden needs may be met to ensure a comfortable stay.

Valet parking at the hotel entrance is offered to all guests, while porters as standard will transport luggage to bedrooms.

Other

Matfen Hall is looking to speak with a consultant to discuss the digital accessibility of our website.

This statement is available in larger font if required.