

Access Statement for the Pier House Hotel

Introduction

The Pier House Hotel is situated on the picturesque harbour of Charlestown with stunning views of the port and coastline of St Austell bay.

The Hotel itself has 26 bedrooms, a bar/bistro and an a la carte restaurant offering many different delights from cream teas to lobster caught locally here in Charlestown. Our bar is a freehouse as is our pub the Harbourside Inn which was opened in June 2004 has a good selection of ales and serves good food.

Pre-Arrival

- St Austell Railway station 2 miles
- Bus stop within 200yards to railway station & town centre.
- Outskirts of St Austell within 1 mile
- Newquay airport 15 miles
- Taxi service available from station and airport.
- Equipment hire within one mile - please ask at reception

Arrival & Car Parking Facilities

- Free car parking in the Rashleigh Public House, 150 yards
- Cars can be parked outside the main entrance of the hotel for setting down passengers.
- The entrance to the hotel is via five steps, no ramp.
- If you require assistance with luggage please ask at reception.

Main Entrance, Reception & Ticketing Area

- The front desk is immediately in front of you when entering the main entrance
- Alternative entrance through Bistro with two small ramps

Public Areas - Hall, Stairs, Landing, Corridors etc

- Public telephone is located behind reception.
- Not all public areas are accessible to wheel chairs
- No lifts available to first and second floors
- Baby changing facilities available

Public Areas - Sitting room, lounges, lobbies etc

- Platform lift available in Harbourside bar

Public WCs

- Public toilets adjacent to reception area
- All toilets accessible in Harbourside bar

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- Restaurant and Bistro accessible
- Waitress service
- We are able to cater for varying dietary needs –please advise our staff when booking.
- All rooms are only accessible by stairs – there is no lift.

Additional Information

- Clear escape routes
- Fire Action Plan in place with staff training.

Contact Information

Address: The Pier House Hotel, Harbour Front, Charlestown, St. Austell, Cornwall, PL25 3NJ .

Telephone: 01726 67955 Fax: 01726 69246

Email: pierhouse@btconnect.com

Website: www.pierhousehotel.com

Hours of operation: 24 hours

Future Plans

- Upgrading of rooms