



The Castle Inn
Disability Access Statement

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Welcome

A relaxed drinking and dining establishment in the heart of Farnham, Surrey. The Castle Inn is the 10th pub to join Red Mist Leisure, a family of pubs with a passion for locally sourced, seasonal produce, the perfect pint and that authentic feeling that makes a British pub so great.



Getting here

Situated on Castle Street in Farnham, the pub is located 1.1miles from the Farnham by-pass on the A31.

The closest train station is FARNHAM, at 0.5miles distance. The closest public bus stops are located on Castle Street, (Stop E and Stop D) both less than 40 meters from the pub. There are several Stagecoach bus stops through Farnham. Routes are available on their website www.stagecoachbus.com.

Taxis

There is a small taxi rank located outside The Castle Inn on the opposite side of the road (Castle Street), however a pre-booked taxi is advised.

Orange Taxis
01252 364666

Home James Taxis
01252 722296

Parking

Car parking is available along both sides of Castle Street with on-street parking, no return within 2 hours, between 6am-8pm Monday – Saturday and free on Sundays. Alternatively, a pay & display/ Ringo pay carpark called Upper Hart car park (located by Waitrose) is available, located 320 meters away.

Upper Hart Car Park

Farnham GU9 7HD

Current fees below (as of May 2019)

1 Hour£0.60 | 2 Hours£1.20 | 3 Hours£1.80 | 4 Hours£2.40 | 5 Hours£3.00 | 6 Hours£3.60

Further car parking can be found using post code GU9 7RD, this is called Central car park and is situated behind the high street shops, accessed via the one-way system, post code for sat-nav is GU9 7RD.

Arrival

We offer two entrances to the pub, entrance one is the main door at the front of the building facing Castle Street and the second entrance is for wheelchair access, located to the right of the building between The Castle Inn and Truman Lettings Company. This is a joint doorway with the letting's agency.

The public pathway on Castle Street, leading to The Castle Inn is a mix of large, uneven slabs, some which could be wobbly, please do walk with care. The pathway directly in front of The Castle Inn entrance consists of large, uneven yet sturdy slabs.

There are two steps from the street to the carpeted porch; step one measures 24.13cm high and step two 157.48cm high. The porch door is held back on a latch. The teal front door has rectangular glass window panes and pulls towards you, this door measures 93.98 cm wide.

The entrance porch is lit by two spotlights inside and two outside lights, which light the steps.



The second entrance is ideal for accessible requirements and can be located to the side of the building, which is clearly signed from the main front entrance, to the right of the building. The archway entrance measures 99.06cm wide and is a straight, covered passage measuring approx. 8 meters long. The pavement is a mix of tiles and brick, this is uneven but sturdy. The pavement has a slight incline and features three doors mats belonging to other businesses situated along the passage.

External lighting consists of four dim spotlights, which lights the passage from dusk, throughout the evening.



The side entrance main door is accessed at the end of the passage way, it is a white door, clearly signed as Accessible Entrance. You will find a blue assistance bell on the right of the doorframe. Please note: This door is a fire exit so must remain shut from the outside. The door opens outwards from inside.

Ground Floor Hallway (from side access)

Once inside the side entrance, an accessible toilet is located ahead of you, to the right-hand side plus an open doorway, measuring a 90° angle, stands to the left of the front door.

The open doorway measures 91.44cm wide and leads through to the main hallway. The main hallway is lit by both natural light and dim wall lights, the flooring is oak effect smooth laminate.

On the left of the hallway are a set of double doors measuring 177.8cm wide, which pulls towards you. The glass paned navy blue-coloured double doorway swings shut.

On the far right of the hallway is a glass-paned navy blue-coloured single door, which leads to the main restaurant and measures 167.64cm wide.

The door on the first right is private, staff only and cannot be accessed.

The flooring remains level throughout the ground floor hallway.

Pictures of ground floor hallway (from side entrance)



Restaurant and Bar Area

From the Main Entrance (off the high street), you walk into the bar area.

The bar is short in length and stretches along the right-hand side of the room in front as you walk in. The bar height is 110.49cm with a 17.78cm wooden step around the bottom edge.

The flooring within the bar area is large, black slate tiles and to the left of the bar (seating area) is oak effect smooth laminate.

The bar tables located on the right-hand side in the bar area are a mix of heights, surfaces and shapes. Table heights range from 101.60- 106.68cm high, the tops are a mix of round, rectangular and square shapes and range from solid dark wood and parquet effect.

The chairs are a mix of supported and unsupported styles ranging from 76.2-81.2cm high in a mix of leather padded and solid wood material. Chairs can be moved around to create space and help with access.

The right-hand side of the bar is dimly light for ambiance. The walls are painted in rich colours of orange and blue.

To the left of the bar provide further seating areas, the tables are lower and range from 76.2- 96.52cm high, Tabletops are a selection of dark and light wood. Chairs are supported and padded with cushions dotted around for decoration, the chairs range from 40.64- 71.12cm off the ground.

The left side of the room carries more natural light and table layout is more open as it leads towards the restaurant. The walls are painted in bright colours.

The team can swap chairs or remove them completely depending on your needs when you dine or drink with us. We have a range of different height chairs and remain confident that we will be able to find something that suits your needs and comfort.

The area to the left of the bar leads directly into the restaurant. There is a 316cm wide opening into the restaurant, the floor is oak effect smooth laminate, which runs throughout with same level access. At a 90° angle to the opening up of the restaurant there is another doorway which leads to the right side of the bar and towards a set of double doors, which lead to the main hallway, stairs and disabled toilet.

The restaurant is painted in light colours and feature high ceilings, a mix of individual spotlights and wall lights.

The tables are setup for two, four and six people. Tabletops are a mix of grey marble, chrome and dark solid wood. All seats are supported and have padded bottom cushions.

There are three American-style booths located towards the back-left hand wall of the restaurant. Tables measure 76.2cm high and are all dark brown in colour and made of solid wood with 2 metal legs bolted to the floor. The padded leather seats are 228.6cm high and are also bolted to the floor.



Running alongside the right-hand wall of the restaurant sits one long, supported and cushioned seat measuring 45.72cm high. Tables can be arranged for parties of two, fours, six, eight and ten, all tables measure 73.66cm high.



Customer Care and Support

Full table service is available throughout the restaurant for drinks and food. The daily specials are handwritten on a chalk board located on the large wall to the left of the restaurant (if facing the garden).

Our menus and daily specials can be viewed in larger format on our iPads, a member of staff can happily help you with this.

We offer gluten-free menus and have full allergen information available on request. If you have any specific dietary requirements, please inform a member of staff on arrival. If your allergies are very specific, please call ahead as our chefs may be able to alter some dishes or their cooking methods to cater for you on an individual basis, providing every customer with something enjoyable to eat.

Restaurant tables are set up using white table napkins and stainless steel cutlery, making it easy to distinguish. Fresh flowers are used for decoration on the tables throughout.

Kitchen doorways are open, even though our kitchen is respectable, noise can carry through, please mention if you have any hearing impairments. Background music is played throughout the pub and restaurant, which is adjusted for separate areas. We do not have a hearing loop system.

Highchairs are available for those with young children. Baby change facilities are available in the accessible toilet, which are situated on the ground floor in the hallway between the bar and restaurant, by the side access entrance.

Wheelchair-friendly tables or spacious tables for assistance dogs can be arranged; please inform us at the time of your booking if required. All front and back of house staff receive regular disability awareness training (annual).

Back Garden Patio

At the back right-hand side of the restaurant, adjacent to the kitchen, is an outward opening door measuring 81.28cm wide leading to a patio garden and terrace. Located at the foot of the back door entrance sits a 10.16cm (height), short wooden ramp providing easy wheelchair access from floor to doorway.

Outside the door sits a galvanized steel ramp measuring 120.65cm wide and a downward slope measuring 13.97cm to floor level. Please note: This door is also a fire exit and therefore will lock from the outside when closed. The door pushes outwards.



The garden terrace features patio paving that is large and uneven in sand-coloured tiles. The lower patio has four garden tables, each accommodating two or four people with one large garden umbrella covering all of the tables combined.

There are four steps that lead up to a raised patio, each step measures 17.78cm high. This patio features has the same, uneven sand-coloured tiles and lists seven garden tables, each with their own sun umbrella.

Each garden table set is made from aluminum frame with wood grain effect., The tables measure 77.47cm high with supported chairs measuring 45.72cm from the ground.

Full table service is offered outside for diners.

Stairs, Hallway and First Floor Landing

There is one flight of stairs, consisting of 18 steps, leading to the first floor. The carpet is a thick, light grey colour and the walls are light coloured blue featuring plenty of natural light. The staircase curves around to the right and has one solid wood handrail on the right-hand side.

The same grey carpet is used throughout the first floor.

On the landing, to your right is a private dining room named *Garden View Room*, the staircase taking you to the second floor is private and not accessible to customers.

On the left-hand side of the first floor landing are a set of double doors, which lead to the toilets and a second private dining room named *Market View Room*. The dark coloured set of double doors measure 147.32cm wide and push open. These are fire doors which swing shut.

Through the double doors, the women's toilets are located on the first door on the left. The men's toilets are located on the first door on the right. Two further doors located on the left hand side are private.

The landing and hallway lighting is lit with cool white spotlights that turn on with detected movement. Natural light shines through from a paned window at the end of the hallway. The first floor hallway is approximately 7.62meters in length, beneath the thick light grey carpet the floor is noticeably uneven and creaky, this is expected given the age of the grade-listed building.

Garden View Room (Private Dining Room), First Floor

Located on the first floor, the entrance to this private dining room is via a fire door, measuring 78.74cm wide, which opens into the room and swings shut. There is no change in floor level from the landing to the Garden View Room.

This is a spacious room with three solid wood tables which are medium-to-dark wood measuring 73.66cm high. These tables can be arranged to suit various dining requirements.

The chairs are a mix of supported seats and bottom cushions, which are 45.72cm high.

Four windows providing natural light are located across three walls, which all look out onto the gardens and back of the building. Lighting is made up of three spotlights with cool white lighting and are operated using dimmer switches. There are three additional floor lamps for additional theatrical lighting.

Underneath the thick light grey carpet the floor is noticeably uneven and creaky, this is expected given the age of the grade-listed building.

Four black-out blinds can be used if the television or projector is in use. The projector is located on the wall behind the door. The television is in the middle of the right-hand wall, between two boarded up fireplaces; one marble, 109.22cm high, and the other wood, 114.3cm high. The TV, if not in use, will be hidden behind a framed picture (for ambience).

Market View Room (Private Dining Room), First Floor

Located on the first floor, off the hallway, the entrance to this private dining room is via a fire door, measuring 78.74cm wide, which opens into the room and swings shut. There is no change in floor level from the hallway to the Market View Room.

The entrance door measures 86.36cm wide and opens into the room; this is a fire door and swings shut.

Lighting of the room is made up of one central chandelier light that operates off a dimmer switch and emits a warm yellow light from the high ceiling. Three wall lights and a lit drinks cabinet are on a second dimmer, which add theatrical lighting. Two large windows offer natural light and look out over Castle Street.

The walls are painted red, which contrast with the white ceiling.

A solid dark wooden table, made up of three sections, measures 71.12cm high and 233.68cm long sits in the middle of the room and can seat up to 14 people.

Chairs are a mix of supported seats, all with bottom cushions, which measure 45.72cm from the floor.

Underneath the thicklight grey carpet the floor is noticeably uneven and creaky, this is expected given the age of the grade-listed building. Three double floor sockets are located sporadically on the lower levels of the walls.

Additional sofas, chairs and angle-poise lights are located in three corners with an in-built drink's cabinet in the fourth corner.

A wooden fireplace (not in operation) is located on the back wall and measures 114.3cm high.

Public Toilets

Ladies Toilets

Located on the first floor. The main door to the lady's toilets measures 77.47cm wide and opens into the room; this is a fire door which swings shut.

Lighting in the ladies' toilets consist of a mix of five spotlights and natural daylight within the main toilet area. There are three cubicles with doors that open inwards on each, all doors measure between 57.15- 59.69cm wide.

Walls are dark blue and light grey. The flooring consists of large, smooth, dark tiles with a noticeable sloped angle away from the door.

All three toilet basins measure 40.64cm high and each cubicle has a white spotlight which is always on.

A long white marble sink, with three basins, measures 78.74cm high. A hand dryer is available.

Men's Toilets

Located on the first floor. The main door to the men's toilets measures 78.74cm wide and opens into the room; this is a fire door and swings shut.

Lighting in the men's toilets consist of a mix of four spotlights and natural daylight within the main toilet area.

Walls are light green/grey and blue in colour. The flooring is large, smooth, light tiles with a slight sloped angle away from the door.

There are two urinals, each measuring 81.28cm high.

A long white marble sink, with two basins, measure 77.47cm high. A hand dryer is available.

Cubicle one; Is a PULL door measuring 55.88cm wide. Toilet is 38.1cm high. Light grey walls. No window. White light is always on.

Cubicle two; Is a PUSH door measuring 66.04cm wide. Toilet is 38.1cm high and the walls are light grey and dark grey. The cubicle also features a single wash basin measuring 116.84cm high. No window. White light is always on.

Accessible Toilet

Located on the ground floor, by the side (accessible) entrance. No radar key necessary.

The main door to the toilet is a Pull door, which measures 91.44cm wide with a handrail fitted to the inside of the door to assist with pulling closed.

The toilet measures 45.72cm high with four handrails located close by, in various positions, for your needs. The wash basin measures 71.12cm high with a single tap for hot and cold water.

The flooring is made up of large, smooth, dark grey floor tiles that are even throughout. An assistance cord is located next to the toilet, which will activate a siren and a flashing beacon light to raise attention when pulled.