

Accessibility Statement

Here at the Ben Wyvis Hotel, we want to make your stay as comfortable as possible, if there is anything we can do to make it better please do not hesitate to tell us. We currently have in place the following:

Getting Here

Ben Wyvis Hotel
Strathpeffer
IV14 9DN

Travel by Public Transport

You can get to the hotel by bus
The number 27 runs from Inverness every hour
The nearest bus stop is in the Square 0.2km away

Travel by Taxi

Dons Taxi have accessible cabs – 01349 866654

Parking

Free parking is available
Accessible parking spaces available less than 20 metres from the entrance
The car park is level access to the access ramp.

Arrival

Parking to main entrance

From parking to main entrance there is level access
The path is 3000mm wide or more

Main Entrance

Main entrance is over 1000mm wide
This is a double door for access
There are 3 steps at main entrance however there is a ramp entrance at the rear of the hotel.

Getting around inside

Visual Impairment

Some parts of the hotel have low lighting
Guide dogs allowed in all areas of the hotel

Lift

We have 1 lift
You can access to the 2nd floor via the lift

The lift door is 800mm
The width of the lift is 1015mm
The depth of the lift is 1030mm
The lift buttons have raised numbers
The lift shows the floor number at each floor

Public toilet

There is no designated accessible toilet, however our ladies and gents are on level access
The width of the entrance door is 880mm
The smallest width of the corridor is 740mm

Places to eat and drink

From the main entrance to the Jacobite Restaurant, there is level access. There is no steps to get to a table.
The menu can be offered in large print
The route to the dining room is more than 1500mm wide
Background music is played from 7am to 11pm
Live entertainment is on some nights between 8am and 11pm on average
The tables and plates have high colour contrast
Special diets can be catered for including but not limited to gluten free and vegan

Guest Support

Accessibility equipment

We can provide a water bowl for assistance dogs on request
The nearest toilet of assistance dogs is opposite the main entrance
You can hire Mobility equipment from Shop Mobility Highland - 01463 717624

Emergency evacuations procedures

We have emergency evacuation procedures for disabled guests
Deaf guard can be given to guests on arrival if staff are informed on check in

Customer Care

Some staff have disability awareness training
Some items can be printed in large print
Baby changing facilities and highchairs are available.