

Accessibility at Cumberland Lodge

Introduction

Cumberland Lodge is a dedicated residential conference centre. We aim to make guests feel as though they are staying with friends in a country house. This means that we offer help and support to people who may need it for whatever reason. We wish to make your stay as our guest comfortable, pleasant and safe.

Cumberland Lodge is in a relatively isolated situation, deep in the countryside of Windsor Great Park and therefore not appropriate for all purposes. If you have any doubts about its suitability for yourself, please talk to us and we will do our best to advise whether we and the place can meet your needs.

There are three main buildings, The Lodge and The Mews and Groom's House, and your group may be using any or all of them, depending upon numbers and other circumstances. We provide high quality surroundings and a high quality of service.

Pre-Arrival

Cumberland Lodge is a comfortable home from home. If you have special needs we will make such arrangements as are possible to ensure your visit is a good experience.

We will send you confirmation of your booking with joining instructions and travel guidance.

Although we are in the heart of the countryside, we do have free Wifi throughout the campus.

We have a well-equipped office that can handle all communication needs.

The nearest railway station is Egham on the Waterloo to Reading line. There is a taxi rank there or we can pre-book for you. That is definitely recommended (and cheaper) if you are flying into Heathrow or Gatwick. Please note that the nearest shops and ATMs are three miles away. (There is a very small village shop nearby but opening hours are limited and the stock very limited). If you find you do need anything our staff will do their best to provide it for you.

Prior to your arrival we ask you to tell us about any special needs you may have so that we can anticipate how we will meet them. Our preferred response will be to find a service solution rather than make physical provision. For instance we are delighted to meet people from their vehicle and provide any necessary assistance.

Arrival & Car Parking Facilities

There are ample free car parking facilities. Our parking and driveways are gravel and generally level. Normally we greet guests as they arrive on the premises. You can drive close to the building in which you stay for purposes of unloading and our staff will be glad to assist. If you need help with parking please ask. If necessary we can ensure that your car can be parked in a convenient position.

None of our buildings have steps at the entrance but there is a small threshold to cross at the main entrance to the Lodge. Groom's House and The Mews have powered door openers. Access to all of our buildings is by electronic proximity card, which is also coded to open your bedroom door. At the entrances there are coir mats and beyond that are tiled or carpeted surfaces. All of the public area in the ground floor in the Lodge is on a single level. In The Mews conference centre, there are three steps down and up again between the foyer and the Hodgson seminar room which unfortunately prevents wheelchair access to that room and to the toilets. There is a fully accessible toilet in Groom's House next door and in the Lodge. Mews bedrooms are on the first floor up two flights of wide stairs

Groom's House is fully accessible on the ground floor but the bedrooms are on the first and second floors reached by a staircase.

The main guest services for the whole site are on the ground floor of the Lodge where there is also a passenger lift allowing wheelchair access to all floors.

We do not normally accommodate dogs other than guide dogs.

At night there is low-level external lighting, sufficient to prevent walking into obstructions but less bright than urban street lighting.

Central Heating

Our buildings have central heating, with computerised controls and modern boilers but in some places Victorian or Edwardian pipework. The heating turns off around midnight and on again before breakfast. There are extra blankets in the bedrooms if needed. However, if you find indoor temperatures uncomfortably low, please mention it to a member of our hospitality team so we can take action.

Public Areas - General (Internal)

Cumberland Lodge was built in 1650 and is not necessarily ideal for all people with disabilities. We would like to check with you beforehand to ensure that, with our help, you will be able to manage your stay comfortably and safely. Our corridors are wide and doors generally at least 730mm clear opening. All buildings are on two or more floors and only the Lodge has a lift. In the Lodge it is possible to use all three dining rooms and the Bar, and via the lift the "games" spaces in the Basement as well as the gym (which is unsupervised). Lighting using a combination of spotlights and LED panels is generally of a good level but it is more subdued in the more historic areas. If you have special needs our staff will try to arrange supplementary lighting as necessary.

We do not have special telephones but members of staff will always be glad to help with communications. There is a hearing loop at Reception and in Flitcroft, the main conference room. We also have a portable loop that can be used in seminar rooms. The meeting rooms in Groom's House are wired for hearing loops but we need notice to provide an amplifier and microphones.

Public Areas - WC

The accessible toilets are unisex. Public toilets otherwise have step access and are not suitable for wheelchair users.

Fire alarms are audible only and other members of your group, group leaders and members of staff will ensure that people who are unable to hear will be informed of an alarm and escorted from the building.

Restaurant / Dining Room, Bar & Lounges

Dining rooms are re-arranged to suit the needs of each specific group. Needs of people with disabilities will be taken into account to ensure they can readily be catered for.

Menus are also specifically designed for each group and special requirements will be accommodated. Generally we serve a fixed menu without choices but with alternative provision if required.

Laundry

We do not normally provide a guest laundry service but should be able to meet emergency needs.

Shop

There is a bar but no shop on the premises. We stock emergency essentials at Reception.

Outdoor Facilities

Cumberland Lodge is surrounded by 5,000 acres of parkland, almost all of it at the complete disposal of our guests. However, vehicles are only allowed to come directly to the Lodge and may not otherwise drive through the Great Park. We have plenty of garden games and a tennis court. We also have an oak marquee in the grounds and will happily transport guests there if necessary. Our staff will be happy to advise people about walks and places to visit, weather conditions, suitable clothing and any other factors that would affect your pleasure, safety and well-being.

Conference & Meeting Rooms

The main conference rooms are in the Mews and except for Hodgson all rooms are accessible to each other. It is important that we know when making the booking if any guests will require wheelchair access to meeting rooms. It is necessary to walk a short distance in the open air between our three buildings, either on gravel or paved paths.

Accessible Bedrooms

We have two fully accessible bedrooms on the first floor of the Lodge with spacious bathrooms with accessible showers and emergency call systems. They are twin rooms to accommodate a care provider if necessary and alternatively there is an adjacent bedroom that can be booked for a support person. There are no ground-floor bedrooms.

Additional Information

At Cumberland Lodge we have catered for people of all ages and also, at different times, with a wide range of disabilities. However we do not claim to be able to cope with complex and difficult groups or with all levels of disability. We will be glad to discuss specific requirements with a very positive attitude to seeking a good solution, if at all possible. We will say if we feel that we are unable to sensibly meet your needs

Contact Information

- Address: Cumberland Lodge, The Great Park, Windsor SL4 2HP
- Telephone: 01784 432316
- Website: cumberlandlodge.ac.uk
- Hours of operation: staff normally available 24 hours a day
- Emergency number: 07738 298037

Future Plans

We constantly review our provision in relation to clients' requests.

We welcome your feedback to help us continuously improve. If you have any comments please phone 01784 497780 or email reception@cumberlandlodge.ac.uk