



# lifehouse

spa & hotel

**Accessibility Guide for Lifehouse Spa & Hotel**

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**Contact for accessibility enquiries: Guest Services Team**



## Welcome

Enter a world of complete serenity in our adults-only oasis — the perfect place for some well-deserved pampering and relaxation. Lifehouse is a contemporary award-winning spa hotel nestled within 12 acres of quiet English Heritage Listed Gardens, just 80 mins from London by rail and close to the coastal town of Frinton-on-Sea. Designed to rejuvenate your body and calm your mind, our range of luxury treatments include healing therapies, wellbeing consultations from our specialists and heavenly massages from Clarins, ELEMIS and more top brands. Our highly qualified therapists have also been trained by Made for Life to adapt spa treatments for anyone recovering from cancer, stress or bereavement.

Watch the video: [The lifehouse experience](#)

## At a Glance

### Level Access

- There is level access from the main entrance to:
  - Main Reception
  - Bedroom: Accessible Double Room
  - Bedroom: Accessible Twin Room
  - Dining Table
  - Daylight Relaxation room
  - Swimming Pool

- Gym changing area
- Gym
- Accessible toilet - opposite restaurant
- Accessible toilet - Thorpe Suite
- Spa Reception accessible toilet
- Retail Area
- Spa
- Gardens
- Smoking area
- Bar Terrace

## Bedrooms

- There is an emergency call system next to the bed.

## Level access bedrooms

- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.
- The bathroom has a level access shower.

## Hearing

- The fire alarm has a vibrating pillow pad and flashing lights.
- The (bedroom) TVs have subtitles.
- Some staff have disability awareness, BSL and Next Generation Text training

## Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- The menu is in large print.

## General

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.
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## Getting here

Frinton Road  
Thorpe - le - Soken  
CO16 0JD



### Travel by public transport

- You can get to Lifehouse Spa & Hotel by bus and train.
- The nearest bus stop is Byng Crescent, Thorpe-Le-Soken. The bus stop is 0.4 miles / 0.6 km from Lifehouse Spa & Hotel.
- The nearest train station is Thorpe-Le-Soken. The train station is 1.3 miles / 2.1 km from Lifehouse Spa & Hotel.
- We can provide a station pick up or drop off service for a nominal fee - Pre booking required



### Travel by taxi

- You can get a taxi with Kirby Cabs by calling 01255 833441.
- You can get a taxi with Weeley Taxis by calling 01255 830144.
- You can get a taxi with Weston's Taxis by calling 01255 220050. The taxi company has a wheelchair accessible vehicle.
- We have a transfer service for visitors. Nominal fee applies, must be pre booked.



### Parking

- We have a car park. There are accessible parking spaces. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The route is 200mm wide, or more.
- Entrance is level from designated accessible parking and drop off point



Lifehouse Spa & Hotel



Entrance to Lifehouse



Reception Entrance



Ground Floor Garden Room



Thermal Spa

## Arrival



### Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 2000mm wide, or more.



### Main entrance

- The main entrance has level access.
- The door is 1600mm wide.
- The main door is sliding and automatic.

## Getting around inside

### Visual Impairment - General Information

- We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



### Lift

- We have 3 lifts.
- You can get a lift to all floors.

### lifts to all floors

- The lift door is 900mm wide.
- The lift is 1090mm wide. The lift is 1500mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- Handles are available in the lifts

## Main Reception

- From the main entrance to reception, there is level access. The check-in desk has a low section for wheelchair users. You can sit down at reception.

## Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, floor standing lights, bedside lamps, desk or table lamps and natural daylight.
- Lights are LED and energy saving. TVs have subtitles.
- All bedrooms are non-smoking.
- All bedrooms have fitted carpets.
- We can give details of our cleaning products on request.

## Accessible bedrooms

### Accessible bedroom Double Room

- From the main entrance to the bedroom, there is level access. There is a lift. The route to the bedroom is 840mm wide, or more. The bedroom door is 840mm wide. There is 1840mm at the side of the bed. The bed is 620mm high. There is 320mm under the bed.
- There is a low clothes rail. You can use the rail sitting down.
- There is an emergency call system next to the bed.
- The bedroom is double. The bathroom is ensuite. The bathroom door is 920mm wide.
- The shower has a seat. The shower has a handrail.
- The bathroom has a level access shower. The level access shower has a seat. The level access shower has handrails.
- The toilets have handrails. The direction of transfer onto the toilet is to the right. There is 1480mm at the side of the toilet.
- There is 1660mm in front of the toilet. The toilet seat is 480mm high.
- The basin is 760mm high. The taps are lever operated. There is space under the basin, with no pedestal or boxing.
- The bathroom has an emergency call system.
- The walls and the bathroom fittings have high colour contrast.



Accessible Room Bathroom

## Accessible bedrooms

### Accessible bedroom Twin Room

- From the main entrance to the bedroom, there is level access. There is a lift. The route to the bedroom is 840mm wide, or more. The bedroom door is 840mm wide. There is 1020mm at the side of the bed. The bed is 580mm high. There is 245mm under the bed.
- There is a low clothes rail. You can use the rail sitting down.
- There is an emergency call system next to the bed.
- The bedroom is twin. The bathroom is ensuite. The bathroom door is 920mm wide.
- The bathroom has a level access shower. The level access shower has a seat. The level access shower has handrails.
- The toilets have handrails. The direction of transfer onto the toilet is to the left. There is 1480mm at the side of the toilet.
- There is 1660mm in front of the toilet. The toilet seat is 480mm high.
- The basin is 760mm high. The taps are lever operated. There is space under the basin, with no pedestal or boxing.
- The bathroom has an emergency call system.
- The walls and the bathroom fittings have high colour contrast.

## Lounge

### Daylight Relaxation room

- From the main entrance to the lounge, there is level access. There is a lift. From the lift to the lounge, the route is 900mm wide, or more.





Daylight lounge with outside terrace

## Swimming pool

### Swimming Pool

- There is a wide changing cubicle, for wheelchair users.
- From changing area to the swimming pool, there is level access.
- Please note there are gradual steps into the pool and the Hydrotherapy pool has steep steps.

## Gym

### Gym

- From the main entrance to the gym changing area, there is level access. There is a lift.
- From the lift to the gym changing area, the route is 840mm wide, or more. The door is 840mm wide.
- There is a wide changing cubicle for a wheelchair user.
- From the changing area to the gym, there is level access. There is a lift.
- From the lift to the gym, the route is 840mm wide, or more. The door is 840mm wide.



Gym

### Public toilet

#### Accessible toilet - opposite restaurant

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 87mm wide, or more.
- The toilet door is 910mm wide.
- The direction of transfer onto the toilet is to the right.
- There is 1800mm at the side of the toilet. There is 1900mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.
- Walk in shower with seating and rails also provided, this space can also be used as an accessible changing room

### Public toilet

#### Accessible toilet - Thorpe Suite

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 87mm wide, or more.
- The toilet door is 920mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1070mm at the side of the toilet. There is 1045mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.

## Public toilet

### Spa Reception accessible toilet

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 870mm wide, or more.
- The toilet door is 910mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1100mm at the side of the toilet. There is 2000mm in front of the toilet. The toilet seat is 430mm high. The toilets have handrails.



## Shop

### Retail Area

- From the main entrance to the shop, there is level access. The route is 840mm wide, or more. The door is 1440mm wide.



## Place to eat and drink

### Lifhouse Restuarant

- From the main entrance to the dining area, there is level access. The route is 840mm wide, or more. The door is 1550mm wide.
- To get to a table, there are no steps.
- The menu is offered in large print.
- The route through the dining area is 800mm wide, or more.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), low fat, vegan and halal specific diets.
- Our Chefs are happy to assist with any requests where possible when notified in advance.



Restaurant

### Spa

- From the main entrance to this area, there is level access.

### Getting around outside

#### Gardens

- From the main entrance to the gardens, there is level access.
- The route is 910mm wide, or more.
- Some areas of the gardens are not wheelchair accessible



Lifthouse Gardens

## Smoking

### Smoking area

- From the main entrance to the smoking area, there is level access. The route is 840mm wide, or more.
- The entrance is 840mm wide.

## Terrace

### Bar Terrace

- From the main entrance to this area, there is level access. The route is 940mm wide, or more.
- The entrance is 940mm wide.
- To get to a table, there are no steps.



Bar terrace

## Customer care support

### Accessibility equipment

- Lifehouse is within 130 acres of land, Garden rooms have direct access to the grounds.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- You can hire mobility equipment from Marks Mobility Centre by calling 01255 435566.

### Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has a vibrating pillow pad.
- The fire alarm has flashing lights.
- Vibrating pads on request and flashing lights alarm available in our accessible rooms.

### Customer care support

- Some staff have disability awareness training.
  - Some staff have Next Generation Text training.
  - Some staff have BSL training.
  - Staff are available 24 hours a day.
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Guide last updated: 22 December 2021