

ACCESS STATEMENT FOR THERMAE BATH SPA

This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that Thermae Bath Spa offers to all our guests and visitors.



Introduction

Thermae Bath Spa is the only place in Britain where you can bathe in the natural thermal, mineral-rich waters just as the Celts and Romans did over 2,000 years ago. It is located in the centre of Bath in Bath Street and Hot Bath Street, close to the Roman Baths.

The prime attraction is the naturally warm, mineral-rich water, which feeds the four thermal baths. In addition, there are steam rooms, a restaurant, two shops and a Spa Visitor Centre. Thermae also offers a wide choice of spa treatments and packages.

The complex is a combination of old and new, where historic spa buildings blend with contemporary design.

Thermae Bath Spa consists of:

- **New Royal Bath:** a contemporary building on 6 levels, access via two lifts and two sets of stairs. It consists of:
 - **Ground floor** – main Reception with seating and a mobile deaf hearing loop; access to No. 8 Shop via steps;
 - **Upper ground floor** - changing rooms and lockers plus accessibility unisex changing cubicle (no hoist).
 - **First floor** – massage suite with spa treatment Reception desk plus seating and Inner Space relaxation area for customers having treatments; Springs Café & Restaurant, ladies & unisex toilets, accessible unisex toilet;

- **Second floor** – series of aroma steam rooms, ‘Source’ function room, toilets, accessible unisex toilet and outdoor terrace with seating;
 - **Third floor** - open-air rooftop pool with assisted access chair
 - **Lower ground floor** – Minerva Bath with assisted access chair, ladies & unisex toilets and showers, accessible unisex toilet and shower, and access to the Hot Bath (listed) via a sloping corridor which itself consists of:
 - treatment Reception desk and seating
 - treatment rooms
 - relaxation area with seating for customers having treatments
 - Hot Bath ‘Watsu’ pool with pool hoist
- The **Cross Bath** (listed), across the road from the main reception, on ground level with double main doors and a dropped curb edge. It consists of an outdoor pool with assisted access chair, an accessibility toilet/changing room, two changing rooms, lockers and toilet. See section on the Cross Bath for further information.
 - **Thermae Bath Spa Shop** (listed), across the road from the main reception, on ground level with double doors and a small ramp.
 - **Spa Visitor Centre** located in the Hetling Pump Room (listed) across the road from the main reception. The Visitor Centre is on the ground floor and accessible via automatic doors and a level surface.
The Visitor Centre features interpretation panels, touch screen kiosk and an audio walking tour. The walking tour takes about half an hour and includes a cobbled street and some pavements.



General Information

- The internal floors throughout the Spa are level stone apart from the first floor massage suite and the Source function room area which is carpeted, the Springs Restaurant which has a laminate floor and the Inner Space relaxation area which has a rubber floor.
- All floors are manned at all times apart from the changing rooms on the upper ground floor, the steam rooms and Source function room on the second floor.
- Due to the restful nature of the Spa there are no public telephones and we do not permit the use of mobile phones or cameras within the complex. There is background music throughout the Spa.
- The lighting in the Spa is ambient and varies in different parts of the complex.
- Much of the decor is either white, or very pale colours, however the treatment

- The major part of the environment is 'wet'. Regular housekeeping and mopping up is conducted but extra care should be exercised by guests.
- The entire Spa is a non-smoking complex.
- The majority of signs are in tactile and Braille.
- We offer a 50% reduction on spa sessions (not treatments, products or food) to all disabled guests and also to their carers.
- Children under 16 are not permitted in the New Royal Bath. We do not offer treatments to young people under the age of 18. Children under 12 are not permitted in the Cross Bath. Children aged 12 to 16 are permitted in the Cross Bath accompanied by an adult on a 1:1 basis. Proof of age required. Discounts apply.

Accessibility Summary

- Thermae is wheelchair accessible with lifts, sloping corridor or ramps to all locations (except No. 8 Shop); floors are level and main complex areas can also be reached via the main staircase (straight flights with hand rails both sides or Rotunda Stairs (spiral with hand rails on both sides) but there are some constraints due to the historic structure and nature of the environment.
- No guarantee can be given that electric wheelchairs can be stored during the visit due to the limited space and passageways / fire exits are required to be kept clear at all times. Mobility scooters are not permitted in the Spa but there is a covered area outside the main Reception, where they can be left at owner's risk.
- Electric wheelchairs are not permitted at poolside or in steam rooms. There are 'special assistance' wheelchairs for guests to gain access to the facilities. These are for 'general use' and not allocated to a given guest.
- Mobility scooters are not permitted in the Cross Bath. There is a covered area outside the entrance, where they can be left at owner's risk
- There is an accessible unisex changing room, showers and toilets.
- Many of the therapy beds can be lowered to assist access.
- However, there are no hoists or adult changing tables in the changing rooms or treatment rooms.
- All the pools are fitted with assisted pool access seating or hoists and our lifeguards are fully trained in the operation of the hoists.



- It must be noted that our staff are not 'person' manual handling trained.
- We would advise that you bring a carer. If this is not possible please contact us in advance so that we can discuss your requirements.
- We welcome guests with service dogs and advise that advance notice be given if possible. The dogs are not permitted to go poolside or in the steam rooms, however we provide a designated area where they can stay, and a bowl of water.

Pre-Arrival

- If you have any special requirements, you are advised to contact us prior to your visit or booking to discuss arrangements / requirements.
- We are happy to arrange an escorted familiarisation tour prior to your visit. Where possible we would do this before we open in the morning. Please contact us to make an appointment, tel: 0844 888 0844.
- You can email, fax or telephone Thermae with any queries or to book: info@thermaebathspa.com, tel: 0844 888 0844, fax: 01225 328475.
- A sample brochure is available in large print format, alternatively all information is available on our website: www.thermaebathspa.com.
- Thermae Bath Spa's access statement is available on our website, at our reception, via email or by post and on request, in large print format.
- Thermae Bath Spa is in the centre of the city of Bath, just 100m from the Roman Baths. It is about 800m from Bath Spa railway station and the central Bus Station and about 500m from the coach park. For information about the Park & Ride please visit: <http://www.bathnes.gov.uk/transportandstreets/Parking/parkandride/Pages/default.aspx>

Medical Conditions

If you are pregnant, have a known allergy, or suffer from a medical condition such as high blood pressure, diabetes, or have had cancer within the last 5 years, please consult your doctor. Following this advice, please notify us of any condition of which we should be aware, prior to completing your booking or if your medical condition subsequently changes after your booking has been made.

We reserve the right to request and view a doctor's letter prior to entering the Spa or providing a treatment on medical grounds or ask that you sign a disclaimer.

There are First Aiders on site but no doctors or medically trained staff.

Car Parking Facilities

- There is limited designated blue badge permit on-street parking within 100m of the main entrance to Thermae, in Beau Street, which can be accessed from Stall Street. At weekends there may be restricted access to Beau Street. Please check with Bath & North East Somerset Council: www.bathnes.gov.uk for parking information, availability of disabled parking bays and car parks, parking restrictions and time limits.
- Shopmobility is located in the Council's One Stop Shop at 3-4 Manvers Street, 400m from Thermae Bath Spa. Tel: 01225 481744.

Arrival at Main Reception

- The main Reception is located in the main entrance in Bath Street. It has automatic doors with level access and level floor throughout. The Main Reception is manned throughout our opening hours (9am to 9.30pm. The pools and steam rooms close at 9pm).
- If you require assistance or cannot stand to queue please feel welcome to contact us in advance or tell our staff on arrival.
- On arrival at the Spa you will be 'booked in' at the Main Reception and will be given a Smartband which is worn on your wrist.
- There is a mobile hearing loop system at the Main Reception. Our staff are on hand and if you have any special requirements please make them aware. We have pen and paper at the Main Reception to aid communication.
- The Smartband contains a microchip and acts as the key to your locker and a means of recording any purchases made in the Springs Café & Restaurant so there is no need to carry cash while you are enjoying the facilities. The Smartband is presented at the end of your stay to settle any outstanding amounts.
- Once booked in, you may proceed via turnstiles or sliding gate (wide access for wheelchairs) to the main spa facilities and the Changing Rooms on the Upper Ground floor via lifts on the ground floor at the side of the main Reception, or via the stairs at the right hand side of the lifts.
- If you are booked in to the Cross Bath across the road (see section on the Cross Bath for further information) you will be directed to the entrance.
- Towels, robes and slippers are not included in the price of a spa session and can be hired from reception, or you can bring your own. Swimwear is to be worn in public areas.
- The lockers are of a limited size to store your clothes and personal belongings. For security reasons we cannot store large bags or suitcases.



Lifts

There are lifts to every floor except to the Hot Bath (treatment) area where there is a sloping corridor (access via lower ground) and there are two steps to the No. 8 Shop.

- The lifts have sliding doors, voice announcements for floor and facilities. There is an absorbent matting on the lift floor, which can be removed. The lifts are large enough to accommodate a wheelchair (doors are 77cms or 31ins wide, depth is 1.40m or 55ins). The buttons to call the lift are approximately 1.30m (512ins) from the ground. The buttons inside the lift are 1m (39ins) from the ground.

Changing Rooms

- Within the main spa complex (upper ground level), there is an accessible unisex changing room (enter/exit both sides, doors are 86cms or 34ins wide and inner space width is 2.34m or 92ins) with space to change for up to three people and a wheelchair. There is a wide bench 61cms (24ins) which is 54cms (21ins) high. From the bench to the opposite wall the changing room is 1.47m (58ins). There are no hoists or adult changing tables in any of the changing cubicles.
- Thermae Bath Spa has the facility to dispose of female sanitary items in each toilet, but there is no medical/large sanitary waste disposal facility, therefore we would ask that guests dispose of their personal items at home e.g. adult nappies.

Showers & WCs

- The main complex has accessible unisex toilets on the lower ground floor, first floor and second floor. They are all accessible via a lift and a level stone floor. They can also be reached via the main staircase.
- On the lower ground floor, the accessible unisex shower and WC both have doors which open outwards. The doors are 91cms (36ins) wide.
- The doors to the accessible WCs on the other floors are 84cms (33ins) wide.
- All the WCs have a moveable support rail. The facilities are unisex and there is an emergency pull cord.
- There is a horizontal rail on the side wall adjacent to the toilet.
- There is an emergency alarm.
- The toilets are well lit

Treatment room/s

- There are two treatment areas at Thermae - the Hot Bath on the lower ground floor which is accessible via a lift and sloping corridor and the Massage Suite on the first floor, also accessible by a lift as well as stairs. There is level entry throughout and the height of most of the therapy beds is adjustable. A specialist pool hoist is available for the Hot Bath pool (Watsu). Please advise us of any medical conditions at the time of booking.
- Every customer will be asked about contra-indications at the time of booking a treatment and, upon arrival, at the treatment reception desks. If you have a medical condition we may ask for a doctor's letter or ask you to sign a disclaimer before the treatment.
- The showers in the treatment rooms are not fully accessible and require the guest to walk into them, however shower seats are available.
- There is background music throughout the Spa. This can be turned down in the individual treatment rooms.
- Staff are not person manual handling trained. If a guest requires assistance during treatment to manoeuvre then it is recommended a carer comes with the guest.
- Please inform our staff at the time of booking if you have any special requirements.

Pools

- All pools have an assisted hoist / chair to aid entry/exit from the pool.
- All pools are 1.35m deep.
- The Cross Bath and Minerva Bath have seating available around the poolside. (see section on the Cross Bath for further information)
- The Rooftop Pool (main complex) has no seating around the poolside, however, there are Jacuzzi benches in the water where you can relax and enjoy the views.

Steam Rooms

There are four aroma steam pods, each infused with an aromatherapy essence such as frankincense or eucalyptus and mint. The steam room environment is damp and steamy throughout and there is a level stone floor. There are glass doors to each steam pod which open outwards. There are stone benches inside the steam pods. The temperature in each pod is an average 50 to 55 degrees.

We recommend that you do not use the steam rooms if you are pregnant or have any of the following:

- Diabetes/circulatory problems
- High or low blood pressure
- Any infectious skin diseases, sores or wounds
- If you are taking any of the following: anticoagulants, antihistamines, vasoconstrictors, vasodilators, stimulators, hypnotics, narcotics or tranquilizers
- If you are taking any other medication or suffer from any condition which makes you unsure as to the advisability of using steam rooms.

Café & Restaurant

The Springs Café & Restaurant is on the first floor and can be accessed via the lift and main stairs. It is well lit, with large windows, which make the most of the natural daylight and spotlights. The floors are wood laminate. Tables and chairs are not fixed and can be moved to allow for more or less seating. It is waiter service. Our staff can assist by running through the menu if required.

Wherever possible we cater for a range of dietary requirements.



The Source Function Room

- The Source function & meeting room is located on the second floor and is accessible via a lift and main stairs.
- The Source is carpeted and well lit.
- For functions, the Source can accommodate up to 20 people, including the small foyer area
- As a meeting room, the Source can accommodate up to 12 people boardroom style. The chairs are upright 'office' chairs.



The Cross Bath

The Cross Bath is a stand-alone 18th century historic building, housing a small, open-air bathing pool. It can be hired out exclusively for a group of up to 12 people.

- It has a double door entry and a level stone floor.
- There is an accessibility unisex toilet/shower area which is also an accessible changing area. There is also a separate toilet.
- There is a chair hoist to assist entry to the pool.
- The pool is 1.35m deep.
- There are lockers to store clothes and personal belongings.



Thermae Bath Spa Shop

The Thermae Bath Spa Shop is at 2 Hot Bath Street. It is accessed via a small slope and the shop floor is marble tiling and level. There are double doors which open inwards. Each single door is 68cms (27ins) wide. Please ask our staff for assistance to open both doors if required.



No. 8 Shop

The No. 8 Shop is inside the Spa, next to the main reception. It is accessed via two steps up, however, our staff are happy to assist by bringing you items to view at the shop entrance.

Both shops sell a range of spa products such as soaps, towels and our own Thermae Bath Spa body lotion, shower gel and shampoo as well as a range of Pevonia skin care products.

Additional Information

We have an on-going programme of staff training. If you require any assistance at any time, our staff will be happy to help. We have a set of evacuation procedures – should you require it, someone will assist you with evacuation either out of the building or to a refuge. We have evacuation chairs to assist.

Hours of operation:

Thermae Bath Spa is open all year (excluding Christmas Day, Boxing Day and New Year's Day).

The New Royal Bath: 9am to 9.30pm (pools & steam rooms close at 9pm)

The Cross Bath: 10am to 8pm (last entry 6pm)

Thermae Shop: 9am to 5.30pm (Mon to Sat)

11am to 4pm (Sun)

No 8 Shop: 9am to 8pm (Mon to Sun)

Spa Visitor Centre: April to October

10am to 5pm (Mon to Sat)

11am to 4pm (Sun)

Contact Information

Address:

Thermae Bath Spa
Hetling Pump Room
Hot Bath Street
Bath BA1 1SJ

Telephone:

Reservations: 0844 888 0844,

Overseas: +44 (0) 1225 33 1234

Corporate Enquiries: +44 (0) 1225 33 67 89

Fax: +44 (0) 1225 32 84 75

Email:

reservations@thermaebathspa.com

info@thermaebathspa.com

Website: www.thermaebathspa.com

Shopmobility:

Lower Borough Walls, Bath

Tel: 01225 481 744

Local public transport numbers:

National Rail Enquiries: 08457 48 49 50

Overseas +44 (0) 20 7278 5240

Travel Line: 0871 200 2233

Local accessible taxi numbers:

V Cars: 01225 460 606 (booking in advance recommended)

Abbey Taxis: 01225 44 44 44 (booking in advance recommended)

Contact Telephone and Email Address

We welcome your feedback to help us continuously improve. If you have any comments please phone 0844 888 0844 or email info@thermaebathspa.com