

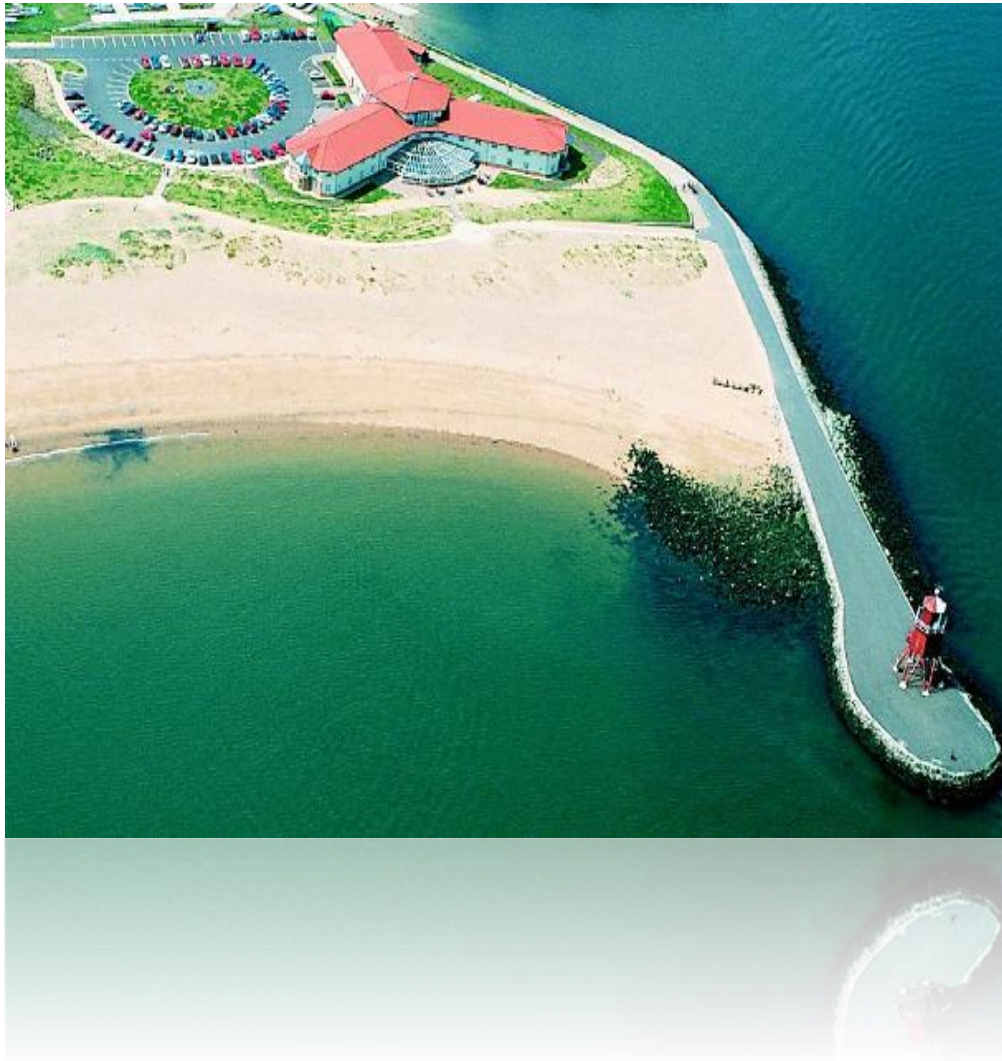


# The Little Haven Hotel

S O U T H S H I E L D S

## The Little Haven Hotel Access Statement

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.



It is our mission  
“To be the best in what we do and deliver the  
highest standard in customer satisfaction”  
& work to encompass our Values.



# The Little Haven Hotel

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# The Little Haven Hotel

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## Introduction

Welcome to The Little Haven Hotel, our stylish 62 bedroom purpose built hotel in South Shields is ideally situated on The Little Haven Beach. Our friendly staff are always available to help. Uniquely situated in South Shields at the gateway of the River Tyne, The Little Haven Hotel boasts extensive views of the busy Tyne and Little Haven beach. The hotel has lift access and a choice of executive rooms, junior rooms, penthouse suites and accessible rooms.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0191 455 4455 or email [info@littlehavenhotel.com](mailto:info@littlehavenhotel.com).

## Pre Arrival

- The A1M is only some 10 minutes' drive and the Hotel and is within easy reach of the Metro and local transport services.
- The Little Haven Hotel is only some 15-20 minutes from the centre of Newcastle and 10 minutes from Sunderland.
- Newcastle Central Train Station – 15-20 Minutes
- Newcastle Airport – 30 Minutes
- South Shields Metro Station – 5 Minutes

## Car Parking & Arrival

- We have a private car park with 100+ spaces directly in front of the hotel on our own grounds, with designated disabled parking bays within a short distance to the entrance of the hotel.
- The car park is tarmac with paved walk way around the car park. Well lit at night with lampposts and bollard lights.
- The drop off point outside the entrance to the hotel is a dropped curb with no steps.

## Maintenance / Reception / Welcome Area

- The main entrance consists of a classic revolving door that is push activated to the right of that and it is a automated wide entry door all on one level with no steps.
- The reception area is well lit with a reception desk height of 1.18 meters and a wheelchair accessible height of 0.83 meters, help with luggage is available but please note that guests may have to wait for assistance with particularly heavy items as not all members of staff can safely manage heavy lifting.



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## Bedrooms

There are 62 guest rooms 59 of these rooms are located over the ground and first floor, the selection of rooms on the ground and first floor range from easy access, twin/double, Junior Suites and Executive Suites and are along three wings of our hotel, all are non-smoking.

All Rooms include; En-suite bathroom, Direct Dial Telephone, Flat screen TV with Free View and Dvd Player, Hairdryer, Ironing Board and Tea & Coffee making facilities.

- Standard double/twin - dressing table, open plan wardrobes, bedside tables (in all rooms apart from Penthouses).
- All junior rooms have added space along with a sofa. These rooms can be used as family rooms with options for a sofa bed plus and extra z bed can be added if needed.
- Executive rooms have the added features of extra desk space, sofa, and panoramic views.
- Each of our fabulous penthouse suites have their own theme and are decorated & furnished to a very high standard. All have two balconies with views either side of the Little Haven Beach or the River Tyne, a separate living area and bedroom and a large bathroom with corner bath and luxurious dressing gowns, separate power shower cubicles (a small step to get into shower) and twin sinks.

Mobile phone coverage is generally good and improving but varies with each service provider. Chairs with arms are provided in each room. The fire alarm is audio only. Reception is staffed from 7am until 11pm and can be contacted via bedroom phones. We have night porters who can offer assistance in an emergency overnight.

## Bathrooms, Shower-rooms and Toilets (Ensuite or Shared)

Bathrooms in all of our room types have a bath shower combination toilet and sink with a mirror and shaving light.

Easy accesses rooms are located on the ground floor with a wider door entrance, grab rails for the toilet and a lower sided bath, the beds level is higher in these rooms also.

Penthouse suites have a step on to the bath and into the power shower with luxury bathrobes on the back of the door.



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## Public Areas - Halls, Stairs, Landings, Corridors

All public areas and corridors are wooden laminate, tiled and carpeted; the stairways are carpeted throughout the hotel.

The lift is tiled with soft lighting and a mirror, a lift alarm that goes directly to reception.

All bedroom corridors are carpeted with intermittent fire doors, with fire exits at the end of each of the three wings.

## Public Areas - Lounges, Lobbies

The lounge and two of our Function Suites are located to the left of reception. The furniture is a mix of chairs, armchairs, sofas and freestanding tables.

Food can be served in the lounge area.

The lounge also has its own bar.

## Restaurant/Dining Room, Bar & Bar area

The bars in the lounge & Boardwalk Restaurant are at a height of 1.18 meters.

The Boardwalk Restaurant is located on the ground floor past the right hand side of the lift through two sets of double doors into our large panoramic conservatory, where breakfast, lunches, afternoon tea and evening meals are served. The furniture is freestanding and chairs with arms are available if required.

Full waiter service is available in the evenings, table service throughout the day. The menus are in large print and staff will always be willing to read out the menu if guests would find this more suitable. Most diets can be catered for by prior arrangement please let us know of allergies when ordering food.

## Boardwalk Café & Bar

Enjoy a varied and exciting dinner, light bite or refreshment in the Boardwalk Café and Bar, set in the Conservatory overlooking the picturesque Little Haven Beach and the mouth of the River Tyne.

The Boardwalk Restaurant is located on the ground floor and serves a choice of evening meals including A la Carte & Table d'hoté, and a full lunchtime menu.





# The Little Haven Hotel

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## Opening Hours

<b>Breakfast:</b>		<b>Dinner:</b>	
Monday to Friday	7.00am~9.30am	Monday to Friday	7.00pm~9.30pm
Saturday	7.30am~10.00am	Sunday	7.00pm~9.00pm
Sunday	8.00am~10.00am		

To avoid disappointment please contact the hotel reception on 0191 455 or the Boardwalk Restaurant direct on 0191 425 1604 to make a table reservation.

If you would prefer to eat in your room you will need select from the room service menu in your room and phone down to the restaurant then dial 5170 to place your order. (Please note there is a service charge of £3.00 per tray for room service).

Hot Food from Room Service is available until 9.30pm  
Monday to Saturday and up to 9.00pm on a Sunday.  
After this time Cold Sandwiches will be available.

### Public Toilets

Toilets are located on the ground floor, to right hand side of the lift with a set of Ladies and Gentlemen's toilets and a separate toilet for wheelchair users.

First floor toilets are situated just before the entrance of the Harbor Suite, which is the right hand corridor when coming up out of the lift or the stairs.

### Accounts

Accounts are payable on the morning of your departure. Should you have any queries regarding your account please do not hesitate to contact Reception. We accept various methods of payment, including, American Express, Diners Club, Delta, Mastercard, Visa, Maestro, Solo, Visa Electron and of course Cash.

### Accidents

Please contact reception where a first aid box is available. In an emergency please dial "9" for an outside line followed by "999". South Shields General Hospital is located on Harton Lane and is approximately 2 miles away from the hotel. If required the hospital can be contacted on 0191-4041000 (or via reception)



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## Adapters

A limited number of travel adapters are available from Reception. Please note there is a deposit of £10.00 charged to your room account and this will be removed when the adapter is returned.

## Banks

All the principal banks i.e. Barclays, Lloyds TSB, HSBC, Halifax and Nat West have branches in South Shields however Reception can offer a cash back facility if required. (5% charge).

## Bars

Located on the ground floor, the Boardwalk Bar serves the most popular draught beers including Carling, Grolsh, Worthingtons & Guinness. In addition we have an extensive selection of bottled beers. There is also a fine selection of wines and spirits as well as a wide range of soft drinks, tea and coffee and bar snacks.

## Car Hire

Enterprise allows 10% discount on retail rates for Hotel customers, their contact number is 0191 5195100

## Check Out

Check out time is 10.30am. If you wish to check out later please contact reception to check availability as we cannot guarantee late check outs . A charge of £20.00 will extend your check out until 12.00pm and a charge of £40.00 will extend your stay till 4.00pm.

## Conference & Banqueting

Our Hotel has various Suites varying in size for all types of business or social functions.

Suite	Situated	No of People
Harbour	First Floor	170
Riverside	Ground Floor	80
South Shields	Ground Floor	75
Boardroom	Ground Floor	10

These rooms are available for hire and we would be delighted to show you around the facilities. Please contact Reception for more details alternatively you can download a Conference pack or Buffet pack for further information. All figures are subject to Room Layout.



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## Doctor

If you feel unwell and require a Doctor please contact reception.

## Chemist

The nearest chemist is Boots in the Town Centre open Monday to Saturday 9.00am ~ 5.30pm. If you require a pharmacy outside of these hours there is one located within the 24 hour Asda Superstore in the town centre.

## Dry Cleaning & Laundry

For Dry Cleaning Services please place the laundry you require to be cleaned in the laundry bag provided in your room, remembering to complete the form provided. Clothing handed in to Reception before 9.00am will be returned to the Hotel the same evening, with the exception of Sundays and Bank Holidays. The cost will be transferred to your room account.

## E-Fax/Photo Copying

If you wish to send a fax or have a document photocopied please contact Reception. Fax charges are £1.00 per sheet to any number in the UK. Photocopying is £0.10p per sheet.

## Florist

Should you wish to arrange flowers please contact The Flower Haven, R8 Seawinnings Way, Westoe Crown Village, South Shields. Telephone number 0191 447 0430 and ask for Claire.

## Foreign Exchange

Reception will be happy to exchange all foreign currency up to the equivalent of £50.00 Sterling at the current exchange rate. There is a charge of 15% commission. However you will find a number of bureau de change and banks in the Town Centre.

## Guest Supplies

Additional tea & coffee etc, bedding, toiletries including shoe shine are available from reception.

## Heating (Bedroom)

To ensure your heating supply to your room is on please make sure the switch on the heater is on (a red light will appear), the wall is set at 20 but can be moved either up or down. Your heating works off a sensor therefore when the room has reached temperature it will switch itself on and off.





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## Internet Access

We have free WIFI access available in all rooms. No password is needed.

## Lighting

Your bathroom contains a mirror light. To operate the light press the left hand silver strip. Located on the right hand side of the mirror is a shaving socket, to use this slide the silver strip to one side.

## Mail & Messages

Mail can be left with Reception who will stamp and post it for you. To retrieve voice mail messages from your telephone please dial \*59#

## Maintenance

Great care is taken to ensure that your room is in full working order, however if anything has been overlooked, please contact Reception by dialling 0 or alternatively fill in the maintenance form in your room and hand it to Reception.

## Morning Calls

Please contact reception if you need a morning call.

## Newspapers

As only a limited range is available from the front desk in the mornings we recommend that you place an order for your newspaper with reception. All ordered newspapers will be delivered to your room.

## Pets

We do allow pets at The Little Haven Hotel, however there is only limited availability and there is a small charge, please enquire at Reception for further details.

## Room Charges

You must have your card showing your room number with you when charging anything to your room. A signature will always be required when charging to a room

## Taxi

Reception would be happy to order any Taxis for you. The company we recommend is Dial-A-Cab and their contact details are 0191 455 8888.



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## Haven Point

Haven Point is a brand new, state of the art leisure facility at South Shields seafront, boasting:

- A 25 metre competition pool and 18 metre teaching pool, both with adjustable floors for varying age groups and abilities
- Leisure waters with slides, sprays, bubble spa and water play
- A sauna, a steam room, and an 86 station gym
- Two dance studios offering a variety of fitness classes
- Visitor information centre
- Outdoor terrace, two multi-purpose rooms, amphitheatre and a roof top viewing gallery.

## Whitburn Golf Club

Whitburn golf club offers a special rate for our guests, you need to book your tee off time directly with them quoting your hotel booking reference number.

	1 Player	2 Players	3 Players	4 Players
WEEKDAYS	£18.00	£35.00	£51.00	£64.00
WEEKDAY TWILIGHT (After 5 pm)	£12.00	£24.00	£34.00	£44.00
WEEKENDS/BANK HOLIDAYS	£23.00	£45.00	£66.00	£82.00
SATURDAY TWILIGHT (After 2 pm)	£16.00	£31.00	£46.00	£60.00
SUNDAY TWILIGHT (After 4 pm)	£16.00	£31.00	£46.00	£60.00

For more information please contact the club directly or visit their website

[www.whitburngolfclub.co.uk](http://www.whitburngolfclub.co.uk)

Lizard Lane, South Shields, Tyne & Wear, NE34 7AF

Telephone: +44(0)191 529 2144/2177/2180/4210

## Grounds and Gardens

- We have excellently maintained Gardens and path ways around the hotel.
- Outside seating areas around the hotel where meals can be served.
- Water features outside the panoramic conservatory and in the center of the car park.



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## Telephones Call Cost UK & Local *\*CHARGES ARE PENCE PER MINUTE*

All rooms are equipped with Direct Dial Telephones. Simply dial 9 followed by the relevant number. For security reasons no outside lines are connected until you check in to your room. If your line has not been cleared please dial Reception who will rectify this.

Room to Room - Simply dial the room number adding a 0 on the end.

A Telephone Directory is available from reception.

UK CALLS*	Cost
LOCAL PEAK	9.2p
LOCAL CHEAP	4.8p
LOCAL WEEKEND	3.6p
NATIONAL PEAK	12.5p
NATIONAL CHEAP	5.8p
MOBILE PEAK	£0.99
MOBILE CHEAP	£0.73

## Call Cost International *\*CHARGES ARE PENCE PER MINUTE*

COUNTRY	CODE - OO +	DAY*	NIGHT*	WEEKEND*
AUSTRALIA	61	£0.88	£0.36	£0.36
AUSTRIA	43	£1.00	£0.84	£0.84
BELGIUM	32	£0.68	£0.36	£0.36
CANADA	1	£0.56	£0.36	£0.36
CYPRUS	357	£0.88	£0.72	£0.72
DENMARK	45	£0.72	£0.36	£0.36
FRANCE	33	£0.68	£0.36	£0.36
GERMANY	49	£0.68	£0.36	£0.36
HONG KONG	852	£0.40	£0.28	£0.28
INDIA	91	£1.00	£0.88	£0.88
IRELAND	353	£0.56	£0.36	£0.36
ITALY	39	£0.80	£0.36	£0.36
JAPAN	81	£0.40	£0.28	£0.28
LUXEMBOURG	352	£0.72	£0.68	£0.64
NETHERLANDS	31	£0.68	£0.36	£0.36
NEW ZEALAND	64	£1.16	£1.00	£0.68
PAKISTAN	92	£1.00	£0.88	£0.88
PORTUGAL	351	£0.84	£0.72	£0.64
SAUDI ARABIA	966	£2.56	£2.04	£1.92
SINGAPORE	65	£0.68	£0.56	£0.56
SPAIN	34	£0.80	£0.36	£0.36
SWEDEN	46	£0.68	£0.60	£0.48
SWITZERLAND	41	£0.68	£0.36	£0.36
UNITED ARAB EMIRATES	971	£2.56	£2.04	£1.92
UNITED STATES	1	£0.56	£0.36	£0.36