



Accessibility at Dolserau Hall

We welcome all guests at Dolserau Hall, including people with health conditions or impairments. This access statement aims to describe the facilities and services at our HF Holidays Country House in detail. If you don't find the information you're looking for, please contact us.

Dolserau Hall is a Victorian mansion, over 150 years old, with large rooms, large doors, and wide corridors which are well-lit. The building retains the same layout as when it was built. The original Coach House was converted into five individual bedrooms, each with their own access to the Coach House driveway.

Arrival and car parking facilities

A tarmac road followed by a gravel driveway lead to the house. The main car park has 20 spaces and is adjacent to the house, all on the same level.

Cars can pull up to the front door or to each of the individual access doors of the Coach House to unload and load cars.

There's a single step through the front door to the main house - a ramp is available on request.

Main entrance and reception

The reception area has seating available and the whole of the ground floor of the main house is accessible, including the restaurant and bar. We're happy to assist with luggage on request too.

Public WCs

The house doesn't have public toilets adapted for wheelchair access.

Bedrooms

The main house bedrooms are on the first floor, reached by a grand Victorian staircase with a banister, and on the second floor which is reached either by a further staircase from the first floor.

In the Coach House, each bedroom has its own individual access from the yard - three are at ground floor level with parking adjacent to the door, one of which is suitable for wheelchair access.

All bedrooms have en-suite bathrooms, seven with a separate walk-in shower and the remainder with a shower over the bath.

We have a range of rooms suitable for guests with health conditions or impairments – a member of our team will be happy to help organise the right accommodation prior to any stay.

Additional information

The house's fire procedure is displayed in each room, but we also explain it to everyone on arrival and check if anyone would require assistance in case of an evacuation and issue door hanger cards.

We welcome assistance dogs, but they must be kept on a lead or harness at all times.

Information is available in large print on request.

We're happy to cater for any dietary requirements. Please let us know in advance so we can source ingredients.

We can also supply a small fridge for storing medication.

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