

The Grand

The Leas, Folkestone. CT20 2XL

(01303) 222 222

Access Statement

Introduction

The Grand has an unrivalled position on the South Coast, with stunning views over the award winning Coastal Park and the busy Channel shipping lanes, and even France on clear days.

It was built in 1900 by Daniel Baker, a master of innovative design; he had already developed the use of cavity wall ties, and went one better with The Grand – curtain walling with waterproof cavity insulation and massive bay windows to make the most of the views and the sunniest location in England. He used a steel frame – one of the first – to give the large clear spans to the main reception rooms, and – said to be a world first – in-filled it with reinforced concrete. And he used suspended ceilings for improved soundproofing.

There is a perpetual programme of refurbishment to reinforce its aura of character and quality. Whether you are a guest or just a day visitor you can relax and enjoy one of the two restaurants and bars we have. The wonder of the Grand lends itself for Weddings, Celebrations and Conferences. With a passion for excellence hand in hand with great hospitality we offer you the very best for your money.

Disabled Parking is available on the immediate curtilage, with Disabled Access via a shallow ramp at the side entrance into reception.

Pre- Arrival

- Phone, Fax and e-mail facilities are available for a modest charge.
- All information can be provided in large print.
- We are approximately 10 minutes walk from local shops, and 15 to the Town Centre.
- Taxis can be ordered via Reception.
- Local maps and directions are available from Reception, along with information on local points of interest.

Car parking

- Reserved parking is available on request for Disabled guests.
- Free parking is available alongside and in front of the Hotel for use by the general public.
- A drop off point for Disabled persons and / or unloading is available at the side of the building.
- An intercom system is available for guests to gain entrance via the side entrance.

Main Entrance and Reception

There are two entrances into Reception: one via the front entrance from The Leas – Marble steps bring you up via revolving doors to the Palm Court and the principal floor; alternatively, enter via the side entrance opposite The Metropole through revolving doors into a magnificent hall which leads through to Reception.

Reception is situated in the Tudor Lounge with high ceilings and wood panelling with large stone fireplaces that welcome you whether burning or not. The Reception desk is manned from 8am until 10pm, with a night porter on call from 10pm until 7am. Restaurant staff are on hand adjacent to Reception from 7 to 8am.

Check-in for our suites is 4pm, which includes personal attendance to your suite.

Public Areas – Hall, Stairs and Landings

- We have two lifts North and South.
- The building is served on 7 floors
- We have wooden or marble flooring in some parts of the Hotel along with some original oriental carpets and rugs.
- All bedrooms have carpets, as do the adjacent corridors.

Lounges and Lobbies

- We boast two very fine public lounges, one in reception and the other in Keppel's Wine Bar.
- Comfortable seating is provided to give optimum ambience and comfort.

Public WCs

- One on the principal floor next to Reception, disabled friendly, spacious with baby changing facilities and alarm.
- Ground floor toilets and separate disabled friendly toilet with alarm and open out door.

Restaurants and Bar areas

- Pleasant surroundings with space for Disabled and wheelchair users
- Subtle lighting to complement the mood and occasion.
- Menus available in large print on request.
- Pre-ordering available for larger parties.
- Excellent waiter & waitress service at all times
- Palm Court restaurant and Tudor Lounge bar separated by four steps with hand rails
- Truly exceptional views.

Suites

- All our suites are self catering offering the ability to come and go as you wish.
- Linen, Towels and starter packs as standard.
- Some suites have steps – but level lift access can be provided if specified when booking.
- All suites have Digital Multi-Channel TV connected.
- Tea & coffee making equipment in all suites.
- Suites have either bath or shower or both.
- Telephone connection with direct dial in and out.

Grounds and Gardens

- Magnificent lawns and beautiful gardens.
- Outside seating areas (Keppels bar area and Palm Court Restaurant).
- Waiter service available at all times.
- An array of different shrub and plant specimens.
- Exquisite Views.

Additional Information

- All fire exits lead to The Leas and all relevant information is outlined in all suites.
- Professional staff on hand 24 hours a day to provide assistance in any event.
- We operate a total No-Smoking policy throughout the building.
- We offer WIFI to all our guests free of charge.
- Resident Pianists.
- Special dietary requirements catered for.
- 24 hour Reception.

Address:

The Grand
The Leas
Folkestone
Kent CT20 2XL

Telephone: **01 303 222 222**

E-mail : info@grand-uk.com

Website: www.grand-uk.com

We appreciate all feedback on performance and presentation to help us improve the quality of service we offer; we welcome your comments and suggestions.

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