



## Welcome to Mallory Court

Outlined below is some information which we hope will ensure you enjoy your visit to Mallory Court, regardless of whether your life is affected by a medical condition, disability, impairment or specific learning ability.

We have tried to include as much accurate detail as possible in our Access Statement but would welcome your feedback in order to continuously improve on the information we give.

Our Management team and staff are trained to accommodate guests with accessible needs, and we look forward to welcoming you.

## About Us

Mallory Court is situated in beautiful leafy Warwickshire on the outskirts of Leamington Spa, just 3 miles from Warwick Castle, 9 miles from Stratford upon Avon and many other local attractions.

We are established as one of the finest luxury hotels and restaurants in Warwickshire, Mallory Court has many accolades including three AA red stars for the levels of comfort and hospitality, alongside three AA Rosettes for its outstanding cuisine in the Main House and also two AA Rosettes for our Brasserie Restaurant in the grounds of the hotel. Mallory's 31 bedrooms are all elegantly decorated perfectly representing the country estate splendor of the hotel.

If you have any queries or require any further assistance please contact us via email [reception@mallory.co.uk](mailto:reception@mallory.co.uk) or give us a call on reception 01926 330214.

## Before You Arrive

For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by public transport by using [www.transportdirect.info](http://www.transportdirect.info); simply enter your postcode and ours, which is CV33 9QB

Birmingham is the nearest airport, which then connects with an excellent railway service. The nearest railway station is Leamington Spa, which is 2.3 miles away. If you require an accessible taxi this can be booked in advance, please see our contact details for further information. We are also situated within a couple of miles of the M40.

Enquiries can be made on line; by phone or in person.

## Car Parking and Arrival

There is car parking space available a short distance from the main entrance to the hotel, and cars may use the full turning circle immediately in front of main entrance to drop off, valet car parking is available.

There is a bell to alert reception of your arrival which is situated adjacent to the front door.

The hotel can be accessed by a full ramp at the main entrance.

Access to reception is available on the ground floor directly adjacent to the hotel.

Full Porterage is offered providing assistance on your arrival with luggage.

The car park is well-lit and within fully landscaped gardens.

## Reception

The reception desk is situated on the left hand side of the main entrance, which is level throughout.

Alternatively, we are able to offer a seated check in service away from the desk if this is more suitable or in room if preferred.

Reception has a stone entrance hall with coconut matting, this leads into a wooden floor with large rug.

Guests will be shown an orientation of the main areas, indicating the facilities in adjacent building, which houses the Knight Suite and Brasserie alongside the facilities and services of the main house; the guest lounges; and dining room and their bedroom.



## Public Areas

The corridors are well lit.

Access to the guest lounge; cloakrooms and dining room are all situated on ground level.

The guest lounges are on the ground floor. The rooms have a mixture of seating with sofas and chairs as well as high chairs with arms, together with low and high coffee tables.

Lighting is natural daylight and table lamps placed around the rooms.

## Restaurant

The Restaurant is situated on the ground floor with access via the Reception lounge which has a wooden floor.

Lighting is natural daylight, floor lamps and table lamps.

The flooring is carpet.

We are able to cater for varying dietary requirements – please speak to our Restaurant Manager on Duty.

Breakfast consists of a buffet style continental selection; whilst tea/coffee; toast and cooked dishes are served to your table. We would be delighted to serve you a Continental selection if required; all of the items are also listed on a menu.

The Brasserie restaurant is in a separate building with access via a stone pathway. Entrance via electric doors leads onto a vinyl flooring and then marbled flooring. Tables are positioned on various levels.

## Accommodation

There are 2 rooms suitable for guests with disabilities.

One bedroom is situated in the Knight Suite which is in the adjacent building. The entrance to this building has coconut matting and a wooden floor which leads to the lift. There is just one level to the bedroom floor and this corridor is carpeted.

The bedroom has ensuite which provides horizontal and vertical grab rails on one side of the toilet; grab rails horizontal and vertical around the bath and overhead shower. Additionally, there are lever taps on the washbasin and bath and wider doors to enable wheelchair access. An emergency pull cord is located in the bathroom that activates an alarm at reception when pulled.

One bedroom is situated in the main house at ground floor level which can be accessed from outside of the building. It has its own stone private terrace which leads into the bedroom having carpeted flooring. In the bathroom we are able to add a support frame to use around the toilet and also a chair to fit into the stand alone shower.

Bedrooms and bathrooms are bright and evenly lit by overhead lighting; bedside lighting and a desk lamp. Bathrooms are lit with an overhead light and fluorescent light over the mirror. We are happy to provide additional light if required.

Emergency escape procedures are in each bedroom. In the event of an emergency our Management and operational team will designate a member of staff to assist guests with specific needs. This can be arranged on check-in.

Bedroom flooring is short pile carpet.

All bedrooms have en-suite bathrooms.

All bathroom floors are tiled. Rubber anti-slip bath mats are provided in the bathrooms.



## Function Suites/Conference Rooms

The furniture provided in these rooms are moveable and chairs with or without arms can be provided. Specialist furniture and equipment can be provided on request with advance notice of your requirements.

## Food Allergies/Intolerances

If you have a food allergy or intolerance please inform a member of staff before arrival if possible, or when you arrive at the hotel. We will endeavour to ensure that the Chef and Duty Manager are made aware of your requirements so that we can cater for you the best we can.

Please be aware if you have a nut allergy, we operate a working kitchen so although we follow best practices we cannot guarantee food will be 100% nut free.

## Terrace/Gardens

The rose garden can be reached directly from the front courtyard and following a gravel path you can gain access to our stoned terrace area. Also from the courtyard you can continue along the side drive into the kitchen garden which has stone paths and lawned pathways. Tables and chairs are provided for outdoor seating arrangements.

From the side drive you can also enter into the Brasserie garden.

## Additional Information

The fire alarm system uses bells. We are able to provide assistance if you make us aware of this requirement.

Our Manager on Duty will be made aware of any guests that require assistance in the event of an emergency evacuation.

We are pleased to offer a large print version of our menu. Please advise on making your reservation or on the Concierge form provided if you require this service.

Please inform us of any dietary requirements that you have.

Leamington Spa, Warwickshire, CV33 9QB  
T: 01926 330214  
E: [reception@mallory.co.uk](mailto:reception@mallory.co.uk)  
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