

Accessibility Guide

The purpose of this accessibility guide is to provide you with all the information you need to determine if the Old Course Hotel, Golf Resort & Spa will suit your requirements and allow you to fully enjoy your time here in St Andrews.

We are committed to providing an accessible experience for all guests and visitors, whatever your needs may be. Your comfort, safety and enjoyment are our top priorities.

We understand that each person's needs are unique. If you have any questions, or there is anything not covered in the following information, please do not hesitate to get in touch and we will be happy to assist you. Our team will also be on hand to help you at any point during your stay.

At a Glance

- To discuss any special requirements prior to your arrival, please contact our Reservations Team on 01334 474 371 or reservations@oldcoursehotel.co.uk. Please allow 24 hours for one of our agents to review and respond to your email.
- We can provide local taxi telephone numbers. Town & Country are a taxi company based in Cupar who have disabled friendly/wheelchair accessible vehicles. Our Concierge Team are happy to make any bookings for you.
- There is lift access to all floors.
- No stairs at entrances or main doors to the property.
- Accessible toilets are available in our public areas on the ground and fourth floors. Doors open outwards and emergency alarm systems are installed.
- Wheelchairs are available for guests to borrow should they require them.
- Each bedroom is equipped with a telephone.
- Fire alarms are tested weekly, and we will notify you in advance of any planned tests during your stay.

- Pre-stay questionnaires are sent to guests who have any accessibility concerns to allow us to understand and accommodate accessibility requirements, including creating a Personal Emergency Evacuation Plan that our duty manager will review with you.
- There are refuge points with communications systems including radio, mobile phone and intercom at every staircase. These will be personally demonstrated during your stay.
- We also have evacuation chairs located throughout the property in case of emergency.

Arrival

- There are nine disabled parking bays at the resort. Five are located by the main hotel entrance, and four by our events entrance. These spaces are available to those with a blue disability badge. If the spaces are unavailable when you arrive, our Concierge Team can arrange to park your car for you.
- Entrance to main hotel is ground level with automatic sliding doors.
- Our Concierge Team are always available to assist you throughout your stay.
- If you wish, luggage can be collected from your car and delivered directly to your room.

Getting Around the Hotel

Reception

- Our lobby has wooden flooring throughout.
- Soft seating is available in the lobby.

Public Areas

- All corridors are well lit.
- Our Library is accessible from the main lobby area.
- The Road Hole Restaurant, Road Hole Bar, and Swilcan Loft are all located on the fourth floor. The Road Hole Restaurant and Bar can be accessed via the main lifts. Swilcan Loft has its own dedicated lift.

- The Jigger Inn can be accessed from the exterior of the property next to The Pro Shop.
- Our events spaces are all located on the ground floor. The Conservatory has step access, there is a ramp available if required.
- Automatic door release mechanisms are used in some areas of the resort. Doors fitted with this type of closure will shut if the fire alarm system operates.

Stairs & Lifts

- Handrails are fitted on all staircases.
- The main lifts have automatic doors and can accommodate a wheelchair and one escort.

Public Toilets

- Ladies and Gentlemen's toilets are available in public areas on the ground and fourth floors.
- Accessible toilets are available in our public areas on the ground and fourth floors. Doors open outwards and emergency alarm systems are installed. Supporting grab rails are provided and the wash basin is accessible to wheelchair users.

Bedrooms

- The bedrooms in the main hotel are located over the ground, first, second, and third floors and can be accessed by the lifts or stairs.
- The Penthouse can be accessed via its own staircase or lift.
- The bedrooms are carpeted.
- All rooms are non-smoking.
- Each bedroom is equipped with a telephone.
- All bedrooms have ensuite facilities, there are various rooms with full wet room showers. All rooms with wet room showers are fitted with emergency alarm cords.
- Plugs are available on both sides of the bed in all rooms.

- The amount of space around the bed varies depending on the room type reserved. Our Reservations Team can discuss this with you when booking.
- The majority of beds can be split into twin beds. However, this is not possible in some rooms.
- Non-allergic bedding is available.
- All rooms have curtains.
- All rooms have wardrobes of various sizes.
- TVs have subtitles available.

Dining

Road Hole Restaurant and Road Hole Bar

- Located on the fourth floor and accessible via the main lifts.
- Entry to both the bar and restaurant is hardwood flooring and the interiors are carpeted.
- Seating in both the bar and restaurant is movable and most chairs have arms.
- There is background music in both the bar and restaurant. This can be adjusted if requested.
- During breakfast, the Road Hole Restaurant is a mixture of table service and self-service, full waiter service can be provided. The restaurant operates table service during the evening.
- Road Hole Bar is a mixture of table service and bar service.
- There is a mixture of natural and artificial light in all areas.
- Staff are happy to read and explain menus.
- All types of allergies and dietary requirements are catered for.
- Accessible, Ladies, and Gentlemen's toilets are all available on the fourth floor.

Swilcan Loft

- Located on the fourth floor and accessible via own lift.

- Hard flooring throughout.
- Seating is movable and most chairs have arms.
- There is background music in the restaurant. This can be adjusted if requested.
- Swilcan Loft operates table service.
- There is a mixture of natural and artificial light in all areas and tables have their own miniature lamp.
- Staff are happy to read and explain menus.
- All types of allergies and dietary requirements are catered for.
- Accessible, Ladies, and Gentlemen's toilets are available in the restaurant.

Jigger Inn

- The Jigger Inn is located on the ground floor and can be accessed from the exterior of the property next to The Pro Shop.
- Carpeted flooring throughout.
- Small space with a mixture of movable and bench seating.
- There is a mixture of natural and artificial light in all areas.
- Staff are happy to read and explain menus.
- All types of allergies and dietary requirements are catered for.
- Accessible toilet is available on the ground floor. Ladies and Gentlemen's toilets are located upstairs in the Jigger Inn.

Hams Hame

- Hams Hame is located outwith the hotel in the Hamilton Grand building. There is a short flight of steps down to the main entrance. We have an accessible entrance available, please call ahead so we may accommodate you.
- Hard flooring throughout.
- Mixture of movable seating, chairs with arms and booth seating.
- Hams Hame operates table service.

- Televisions often show sports within the pub. Volume can be adjusted is requested.
- Artificial light in all areas.
- Staff are happy to read and explain menus.
- All types of allergies and dietary requirements are catered for.
- Accessible toilet is available.

Spa Café

- Located on the ground floor and accessible via the main Spa reception.
- Hard flooring throughout.
- Small space with movable seating.
- There is background music in the café. This can be adjusted if requested.
- The Spa Café operates table service.
- There is a mixture of natural and artificial light in all areas.
- Staff are happy to read and explain menus.
- All types of allergies and dietary requirements are catered for.
- Accessible toilet is available in the spa facilities.

Spa & Fitness

Kohler Waters Spa

- The spa is located on the ground floor.
- Accessible changing and toilet available.
- Entry into the spa pool is via steps into the pool or metal ladders on the side of the pool.
- A chair lift for the pool is available should you require it.

Fitness Centre

- The Fitness Centre is located on the ground floor and can be accessed via an external door, or through the main hotel building.
- Accessible changing and toilet available.
- Entry into the leisure pool is via metal ladders on the side of the pool.
- A chair lift for the pool is available should you require it.

Fire Alarm

- Fire alarms are tested weekly, and we will notify you in advance of any planned tests during your stay.
- The fire alarm is a continuous sound.
- Fire action notices are available in each room. Please ensure you make yourself familiar with these for your own safety.
- A Personal Emergency Evacuation Plan can be agreed upon arrival with guests where necessary.

Feedback

We have taken great care to be as accurate and as detailed as possible in our Accessibility Guide. If there are any specific inquiries we have not addressed, please do not hesitate to contact us via phone on 01334 474 371 or via email at reservations@oldcoursehotel.co.uk to discuss your stay.

Your satisfaction is paramount, and we warmly welcome and feedback or suggestions you may have that would enhance your comfort and overall experience during your stay with us.

