

**Introduction:**

Welcome to Knockinaam Lodge Hotel's Accessibility Guide. We are committed to ensuring that all guests, regardless of their abilities, enjoy a comfortable and inclusive experience at our establishment. This guide is designed to provide information about the accessibility features and services we offer to make your visit as enjoyable as possible.

**Contact Information:**

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**Physical Accessibility:**

**Entrance and Exits:**

Our main entrance is accessible via a wheelchair-friendly ramp.  
Doorway thresholds are low enough to allow wheelchair access into the building.  
Staff are always happy to assist with doors if required.

**Parking:**

There is no dedicated accessible parking bay; however, guests may be dropped off directly near the entrance for ease of access.  
We work to keep the entrance area clear and safe for guests with mobility needs.

**Interior Spaces:**

The ground floor, including reception and dining areas, is accessible via the entrance ramp.  
Due to the Victorian layout of the building, there is no lift and the upper floors are not accessible to wheelchairs.  
All bedrooms are located on the first and second floor and are only accessible via stairs.

**Restrooms:**

We currently do not have an accessible toilet, but this is part of our planned improvements for the next 1–2 years.

## Visual Accessibility:

### Signage:

Clear signage is displayed throughout the property.

At this time we do not provide Braille or tactile signage.

### Lighting:

Public areas have good general lighting levels, with LED bulbs used throughout.

### Contrast and Colour:

We use clear, easy-to-read printed materials and menus with good contrast, and staff are available to read information aloud if helpful.

## Hearing Accessibility:

### Assistive Listening Devices:

We do not currently provide assistive listening devices.

Staff are happy to communicate via written notes or text-based communication if preferred.

### Visual Alerts:

No dedicated visual alert systems (e.g., flashing fire alarms) are currently installed.

Staff will ensure that guests are notified personally in the event of an emergency.

## Services and Amenities:

### Communication:

Reservations and questions can be handled via phone, email, or text-based communication, depending on guest preference.

### Accessible Accommodations:

We do not currently offer accessible bedrooms due to the historic nature of the building and the fact that all rooms are upstairs.

Guests with mobility needs are welcome to contact us for personalised advice before booking

### Dining:

Dietary requirements and allergies can be accommodated with notice.

Menus can be provided in large-print format on request.

Staff are trained to read menu items aloud or provide verbal descriptions as needed.

## **Assistance and Support:**

### **Staff Training:**

Our staff receive training in supporting guests with varying access needs, including mobility, visual, and hearing considerations.

Team members are always happy to offer additional assistance when requested.

### **Service Animals:**

Service animals are welcome throughout the property.

Water can be provided for service animals upon request.

### **Feedback and Suggestions:**

We welcome feedback on accessibility so that we can continue improving our facilities and services. Please let us know if there is anything we can do to make your visit more comfortable.

### **Additional Resources:**

If you need help planning your visit or require further accessibility information, please feel free to contact us directly. We are always happy to assist.

By following this Accessibility Guide, Knockinaam Lodge Hotel aims to create an inclusive environment where all guests can enjoy their stay and experiences. If you have any specific questions or require further assistance, please do not hesitate to contact us.

*Knockinaam Lodge Hotel is located in Dumfries and Galloway, Scotland, and we aim to comply with all relevant UK and Scottish accessibility, health and safety, and hospitality regulations. This Accessibility Guide is provided to give guests clear and honest information about our current facilities, including any limitations due to the historic nature of our Victorian property.*

*While we strive to maintain accurate and up-to-date information, features and facilities may occasionally change due to maintenance, improvements, or operational needs. Guests with specific access requirements are encouraged to contact us directly prior to booking so we can provide personalised advice and support.*

*For guest safety, a General Manager lives on-site, and trained staff are available to assist in the event of an emergency, including building evacuation. Evacuation procedures are regularly reviewed in line with Scottish Fire and Rescue Service guidance.*

*This guide does not replace any statutory rights or obligations under Scottish law.*