

Access Statement

The Mallyan Spout Hotel, Goathland

Introduction

The Mallyan Spout Hotel with bar & restaurant is located in the small village of Goathland opposite the village Church.

The building was built in 1892 and has had 2 extensions added, the last in the early 80's. We aim to meet the needs of all our guests, however the building is a listed building which means there are some period features of the building which might make access difficult for people with limited mobility.

There are 20 bedrooms, 2 bars, 3 lounges and of course the restaurant. Our bedrooms are on the 1st & 2nd floor. There is a flight of stairs to the 1st floor and 2 flights of stairs to the 2nd floor- we do not have a lift and we do not have any ground floor rooms however guests can request a 1st floor rooms prior to arrival.

Our bars, restaurant and lounges, along with public facilities and a disabled toilet are all on the ground floor, with an entrance to the front of the hotel, up 3 shallow steps, or, to the public bar entrance up 1 small step (approx 13cm).

We look forward to welcoming you to the Mallyan Spout Hotel. If you have any queries or require any assistance please phone 01947 896486 or email info@mallyanspout.co.uk.

Pre Arrival

We are a 15 minute drive from Whitby or 45 minute drive from York. The 'Coastliner' bus, which links York, Whitby & Scarborough, stops outside the hotel- visit their website www.coastliner.co.uk for the current timetable. The nearest train stations are at York, Middlesbrough & Scarborough, we would recommend continuing your journey by taxi or the Coastliner bus but check the time table first to check connections- there is only a couple of bus services per day.

Car Parking and Arrival

We have a car park in front of the hotel. In keeping with our rural location there are no lined parking spaces, therefore no designated blue badge spaces, however any guest with limited mobility can contact the hotel prior to arrival and where possible we will reserve a space for you.

Guests can be dropped off outside the front door and outside the public bar door. Portable ramps can be arranged if requested prior to arrival.

There is a lowered kerb outside the church, the footpath takes you towards the main village and is in a good state of repair, although it only has limited wheelchair access points throughout the village.

Contact information

Address	The Mallyan Spout Hotel Goathland Whitby North Yorkshire YO22 5AN
Telephone	01947 896486

Email info@mallyanspout.co.uk
Website www.mallyanspout.co.uk
Opening hours Reception is covered from 8am- 11pm, most evenings we have a Night Porter on duty, when he is not a night manager can be contacted by phone.

Additional Information

An evacuation procedure is available in every room along with a hotel information folder. Staff will go through any queries in person at arrival or during your stay.

All dogs are welcome in our public bar areas, but not in the hotel or bedrooms with the exception of assistance dogs. Please advise at time of booking.

Rooms service is available from 8am - 8.30pm, we can arrange sandwiches until 11pm.

Our local nearest hospital and A&E department is either James Cook in Middlesbrough or Scarborough hospital, Whitby hospital has very limited facilities.

The Hotel operates low energy lighting throughout.

Our internet access- WIFI is free however the signal coming into the village is sometimes poor

We want our guests to be comfortable, relaxed and happy during their time with us, please let us help you as much as we can.