



**The Stag on the River  
Disability Access Statement**

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## Welcome

This charming historic inn has long been a resting point for weary travelers and hunters and we aim to continue this welcoming, relaxing atmosphere with the help of a professional and friendly team and decor that truly complements our beautiful riverside setting.

We are part of a family that is passionate about pubs, and we pride ourselves on sourcing local, quality ingredients to serve exceptional food and drink, in a relaxed and authentic pub environment.

The pub is beautifully decorated, with 7 bedrooms packed with character and charm for the perfect Surrey escape.



## Getting here

The pub is located along the River Wey, less than a mile from the A3. There are no footpaths on the narrow country roads.

The nearest train station is Milford, which is 2.2 miles away.

The nearest bus stop is at Eashing Green which is 1 mile away.

For wheelchair friendly taxis, please call 07515 409746 (further numbers are available on the Waverley Borough Council website).

## Carparking

The drive into the pub carpark is on a short downward slope. The main carpark is situated at the front of the pub, with a tarmac surface and 21 spaces available. There is a small additional carpark to the side of the pub with 4 spaces which is accessed via steep, slanted slope.

There is one allocated disabled parking space in the main carpark near the entrance to the pub. The furthest car parking space from the front door is only a short walk away.



## Arrival

There is a small step up to the patio level (2 inches) to access the building. The main light source for the car park in the evening comes from the patio, so it can be quite dark.

There are two doors which can be used to access the building. The main front door is accessed by a step down from the patio. This light, wooden door opens inwards, and immediately drops down another large step into the pub. There is then a further step down into our snug/ reception area.

The step is roughly one metre wide, so there is enough space to sit a wheelchair in between the two steps. This door is approximately 30 inches wide. There are grab handles to assist access via this entrance.



The second available entrance is more accessible for wheelchairs. This door is accessed by walking across the patio and around to the side of the building next to the river. There is a small lip (2 inches high) on the floor as you come into the building, and an immediate right hand turn into the restaurant. This light, wooden door opens outwards, and is 27 inches wide.

Please note, this access point is next to a kitchen door which is in frequent use by staff, so a member of the team will need to be made aware you are using this entrance for safety reasons.

The pub is a grade 2 listed building and there are a number of steps to access all the different areas, which we will cover below to ensure you are fully informed.



## Bar and restaurant

The bar area is located near the front entrance of the building. Once you are down the initial steps by the main entrance, the bar is on level ground and easily accessed.



The bar floor is tiled, and features a variety of seating areas. There are 3 available high-top tables by the bar, and 3 standard tables featuring wing-back armchairs, and wooden chairs with arms in our snug area. These can be substituted or removed, depending on your needs.

If you are accessing the bar via the back entrance in a wheelchair, a member of staff will be on hand to help you navigate your way through the restaurant and down the step from the restaurant into the bar.

Full table service is available throughout the bar and restaurant for drinks and food.

The bar area, snug and restaurant are all lit using wall lights, with certain areas which can be individually adjusted to suit your needs. We do not provide any alternative formats of our menus such as braille or large print, but a member of staff will be more than happy to help you with anything you would like to know.

Our daily specials are written on a large blackboard in the centre of the restaurant. If you are unable to access this due to the steps around the building, a member of staff will be able to read them out to you, or take a photo on one of our iPads and share this with you.

We offer a gluten free menu, and have full allergen information available on request for our menus and daily specials. If you have any specific dietary requirements, please inform a member of staff on arrival, or prior to your visit, so our chefs can cater for you and ensure we can provide something exciting for you to enjoy.



Throughout the restaurant, the heights of the tables vary from 62-70 inches underneath. We can swap chairs, or remove them completely depending on your needs when you are dining with us. We have a variety of wooden and cushioned chairs, so we are confident we will be able to find something that is most comfortable for you.

The floor throughout the restaurant varies, including tiles, short-pile carpet and wood.



Our staff provide full table service in the restaurant when you are dining with us.

There is a television next to our bar area, which we mostly use for marketing purposes to let you know about all our great offers. Occasionally we may use this to show some sporting events, however we will always have the sound turned off and the subtitles on if requested.

There is background music playing throughout the restaurant which can be adjusted depending on your needs. We do not have a hearing loop system.

All table tops in the restaurant are wooden, and naturally coloured, featuring white table napkins and stainless steel cutlery, making it easy to distinguish.



## Customer Restrooms

The customer toilets are located down a corridor next to the bar. We do not have an wheelchair accessible WC. The minimum width of the corridor to the toilets measures at 28.5 inches. The width of the doors to the toilets is 29 inches. There are two steps upwards in the corridor, and then a third step up into the mens' and the ladies' toilets which all feature grabrails. There are two doors into each of the toilets; one immediately after the other, all opening inwards.



There is not space in the individual cubicles for wheelchairs.

The seat of the WC is 16 inches above the ground.

The toilets are lit using one large ceiling light in the main wash area, and ceiling spotlights in the cubicles. The floor is tiled in grey, with the walls painted a cream colour to distinguish. The fire alarm sounds in the toilets and we have a flashing light system for anyone who is hard of hearing. Our staff are well trained in the evacuation of the building, and a nominated member of staff will enter the toilets upon hearing the alarm to make sure everyone has evacuated and aid in case of emergencies.

There is not an emergency call system installed in the building.



## Patio and Garden

We have an outdoor paved patio and garden, which can be enjoyed any time of year when the weather suits. Both are situated at the front of the building next to the river, and can be accessed from the car park. There is a small ramp up to the patio area.

The garden can be accessed from the patio area by a cobbled path along the river fence line, or from the car park via a 3 inch step up.



During the summer months, we offer full table service on our patio area, and there is an outside station for customers to order at if you are seated in the garden. Our staff will then bring over any food and drinks directly to your table. We have printed drinks lists available if you would like to see what we have on offer.





The grass area which we have at the bottom of our car park is slightly uneven in parts. The patio furniture is all wooden, with 26.5 inches minimum available underneath for any wheelchair users. For any customers who may find the area difficult to navigate, a member of staff will be more than happy to help.

The patio surface is a combination of paving and wooden decking and is fairly even throughout.



## Bedrooms

The Stag on the River has 7 guest bedrooms, all located on the first floor of the pub. There are two separate stairways to access the rooms; one has 12 steep steps with a single handrail, and the second has 11 steps with a U-bend for the last two steps, also with a handrail.

The minimum width of the doorway to our bedrooms is 28 inches. This goes up to 31.5 inches depending on which bedroom you are staying in. If you need the bedroom with a wider doorway, please mention this to a member of staff when you make your booking so we can organise this for you.



Six of our bedrooms have double beds, and we have one family bedroom which has a zip-lock king sized bed which can be separated into two singles, as well as a small sofa bed. The double beds measure at 21 inches high. All but one of the bedrooms have double wardrobes, and they all have two bed side tables and a desk with a chair. If you require any of the furniture removed to make more space, please speak to a member of staff who can assist.

The bedrooms are lit with central ceiling lights, and bedside table lamps. Any extra lighting can be made available on request. They are all decorated with neutral short-pile carpets, light off-white walls, a single wall-papered 'feature wall' and a green-grey painted door.

All our beds are made with duck and goose feather down duvets and pillows. If you require any non-allergenic bedding, please let us know so we can organise this prior to your arrival.



### Ensuite bathrooms

All seven of our rooms have ensuite bathrooms. There is level access between the bedrooms and the bathrooms. The minimum entry space into the bathrooms is 25 inches. All bathrooms have a toilet, sink with lever taps and walk-in shower, with a small lip on entry (4 inches). The toilet seat is 16 inches off the ground. None of bathrooms have any hand rails. The bathrooms have a beige coloured tiled floor and a mixture of white painted and tiled walls, with a chrome wall-mounted radiator and white towelling.



### **Additional Information**

On the back of the door in all the bedrooms there is a map of the building informing all guests of the fire evacuation plan. All staff are trained in the event of an emergency to check all the bedrooms and ensure all customers and staff are safely evacuated.

We welcome all dogs into the pub, including assistance dogs, however we do not allow dogs into the guest bedrooms. If you have an assistance dog, and require any help then please let a member of staff know.

There are no facilities to charge mobility scooters or battery-powered wheelchairs.

If you are staying with us and are looking for somewhere to go for the day, we have free wifi for all customers at the pub and in the guest bedrooms, and will be more than happy to make suggestions or print out any information for you.

### **Local Hospital**

The closest hospital to the pub is Royal Surrey County Hospital which is 6.6 miles away.

If you have any further questions or require additional information to that provided in this guide, please do not hesitate to get in touch.

