



Accessibility

A warm welcome awaits everyone at The Brace of Pheasants! We endeavour to cater for the needs of all our guests & try our best to accommodate all requirements where possible. We are a friendly, approachable bunch who will always help in any way we can.

Due to being a Grade II listed building with narrow doorways & some steps, access can be challenging for some. There is step free access available from the car park through the garden, but unfortunately this door is too narrow for wheelchairs. If a guest is able to walk assisted for approximately 3 metres then there will be no problem for us to be able to accommodate a wheelchair in the bar area. Please let us know when booking if any guests have reduced mobility or a wheelchair so we are aware & can meet your needs as best as possible. Unfortunately, we do not have a designated accessible toilet, however, one of the cubicles is large enough to accommodate assistance. Please ask & we can direct you.

Table service is standard (for breakfast, lunch & dinner – it is not standard for drinks only so if you would like to just have drinks & need table service please let us know & we will be happy to help) & we will assist you to your table to get settled then we will take care of the rest, no need to leave your table for the rest of your visit.

If you are coming just for drinks & need to be seated at a table, please be aware that during food service times (12-2pm & 6.30-8.30pm) there may not be any vacant tables. The best time to visit for drinks is between 2.30pm & 6.30pm when food is not served & it is much quieter so there will be tables available to sit at.

The bar area which we use as our main dining area can be a little loud for some when it is busy. We don't tend to have large loud groups of people drinking at the bar, but the low ceilings can mean it feels quite bustling when it is busy. If you would prefer to sit in a quieter, less busy space, please let us know & we can arrange a table for you in our second lower dining space.

The pub can be dark in the evenings but at lunch the tables next to the windows are lovely & bright for anyone with visual impairments needing a little extra light. Please let us know when booking your table as there are limited tables right next to the windows.

4 of our guest bedrooms are on the first floor of the pub which has a narrow & winding staircase & therefore not suitable for guests with reduced mobility. The other 4 rooms are in the Garden Annexe on the ground floor, but all do have one step at the threshold. 1 of the Garden Annexe rooms has a walk-in shower, whilst the other 4 have large baths with showers over them. The room with the walk-in shower also has an emergency pull cord in the bathroom. If you require a ground floor room or room with a walk in shower, please let us know when you book & ensure we have confirmed your request as will be too late to change your room allocation on arrival. A member of staff will always show you to your room but if you need anything specifically pointed out to you such as plug sockets & light switches, please let us know when we check you in. If you need assistance with carrying luggage we will be happy to help.

If you have an allergy / intolerance, religious dietary restrictions, specific dietary choices or other requirements regarding textures or placement of food, please let us know. We always have a vegetarian or vegan option on the menu & can offer a wide range of options for dairy / gluten allergies. Please mention any dietary requirements when booking so we can add a note to your booking & the kitchen can be prepared. Whilst we always endeavour to cater to dietary requirements cannot 100% guarantee this will be possible if you do not book & lets us know in advance. Please also notify your server when ordering so that the kitchen can be notified.

We are very dog friendly & will have a bowl of water waiting for your assistance dog when you arrive. We are sure they will love our garden & make themselves at home in our rooms!

If you have specific access requirements please contact us in advance & we will be happy to provide advice & assistance. Please call us on **01300 348457** or email us on **info@braceofpheasants.co.uk**.