

THE  
ROYAL  
EXCHANGE  
PUB & DINING

The Royal Exchange Disability Access Statement

Liphook Road  
Lindford  
Hampshire GU35 0NX

[bookings@royalexchangelindford.co.uk](mailto:bookings@royalexchangelindford.co.uk)

[www.royalexchangelindford.co.uk](http://www.royalexchangelindford.co.uk)

Tel: 01420 488118

## Contents

Welcome	3
Getting here and car parking	4
Arrival	5
Bar and restaurant	6
Restrooms	8
Patio	10
Additional information	11

## **WELCOME**

The Royal Exchange is a family-friendly village pub in the heart of Lindford, near Bordon, which underwent a complete refit and refurbishment in October 2023.

Part of New Dawn Pubs, an independent local pub company, we are passionate about retaining the Great British pub experience in all its glory, providing quality, unfussy gastro food using seasonal, and local ingredients ensuring 100% traceability.

The Royal Exchange is open seven days a week offering a welcome space for friends to gather and families to meet, over a pint of local craft ale, a perfect G&T, or a bite to eat from the seasonal menu and daily specials board.

## **GETTING HERE**

The pub is located on the corner of Liphook Road and Headley Road, which is approximately 15 minutes by car from the A31, or 5 minutes from the A3.

There is a bus stop directly outside the front of the pub.

## **CAR PARK**

The pub has its own, private car park, serving 18 marked spaces, and one larger disabled space closest to the entrance. We have two Electric Car Charging points.

Please note, vehicles and bicycles left in our car park, are at the owner's own risk.

## **BUS SERVICES**

- #13, Basingstoke | Alton | Liphook
- #18, Aldershot | Farnham | Wrecclesham | Haslemere
- #18A, Aldershot | Farnham | Wrecclesham | Haslemere
- #18X Haslemere | Alton College
- #737, South Downs College | Petersfield | Liss | Bordon
- #993, Greatham | Bordon | Passfield | Liphook
- #994, Grayshott | Headley Down | Headley | Passfield | Liphook
- #EC1, Eco-Town Green Route

## **TRAINS**

The nearest train station is 4.5 miles away. Liphook train station is run by South West Trains, please visit [www.southwesttrains.co.uk](http://www.southwesttrains.co.uk) for details of train times.

## **LOCAL TAXI SERVICE**

Toms Taxis – 01420 550162 / 07747494349

## **ARRIVAL AT THE PUB**

The main entrance from the car park is accessible down a wheelchair friendly 6.5- degree slope which is 16 feet long. The slope has a grated drain about 8cm wide across the top and bottom. Both are level with the surrounding surface. The top of the slope has a tarmac surface, and patio block paving at the bottom. The paving continues around the outside patio seating areas.

The entrance door is glass, with a wood surround that opens inwards into a porch area. The glass doors are decorated with a large Royal Exchange logo in the centre. The porch area is 206cm square and fully carpeted with overhead lighting. Through the second door, which brings you into the pub, is a wooden floor, which has a minor drop (less the 1 cm). Both doors measure 88cm wide.

The pub has one other access door to enter, which is located at the front of the building from the main pedestrian pathway. This doorway has a small porch and measures 84cm wide. This door pushes inwards to the bar area.

## **RESTAURANT AND BAR**

Throughout the restaurant and bar area, the flooring is a mix of wood and carpeted areas. Most dining tables and chairs are on carpeted flooring. The area directly around the bar and on walkways is wood.

## **THE SNUG**

Here you will find an oval table, which is wooden topped at a height of 74cm with a booth seat height of 44cm. There is one small square table, topped at a height of 74cm. The dining chairs are a variety of leather, wood, and material laden. Tables and chairs can be moved for additional space for wheelchairs or mobility scooters.

There is also a coffee table which has a sofa, at a height of 64cm.

## **THE BAR**

The bar area has six tall tables. Three of the square tall tables carry a width of 60cm, and a height of 108cm. This comes with banquet seating, which has a step of 22cm wide, and a height of 11cm.

There are two rectangular tables, each with a width of 70cm and a height of 104cm. Bar stools are made of wood and material, with a height of 70cm, and a bench seat with a height of 80cm.

The bar features one rectangular table with a height of 78cm, and a width of 72cm, and chairs made of wood and material, each with a height of 55cm. A round table with a height of 76cm and a width of 90cm. Chairs are made of wood with a seat cushion with a height of 50cm.

Tall round tables carry a height of 116cm, with bar stools height of 79cm. Tables and chairs can be moved for additional space for wheelchairs or mobility scooters.

The pub has wall-mounted lights, ceiling spotlights and overhead hanging lights.

The restaurant has glass bi-folding doors to access the patio area as well as the main glass porch entrance.

In the bar area, there is a television with the sound off. Background music is played inside the pub and outside in the patio area. The music volume can be adjusted in each area of the pub.

Table allocation can be tailored to guests' needs, for example, a person with hearing difficulties may wish to sit in a quieter area or a well-lit table may be requested.

Our daily specials are displayed on handheld chalkboards, which the server will place near your table in the restaurant area and bar. If required, these can be read to customers.

We do not have large print versions or brail copies of our menus. Our staff provides full table service in the bar and restaurant.

## **RESTROOMS**

The disabled toilet and baby changing facility can be operated by the National Key Scheme radar key, alternatively, a key is available from a member of staff.

There is a pull door from the bar to the hall to access the disabled toilet. The disabled toilet door opens outward into the hall.

Inside the toilet cubicle, there is plenty of space for a wheelchair. Handrails and a drop-down support bar are around the toilet. A red 'Assistance Required' cord is hanging from the ceiling. If pulled, a flashing alert light outside the toilet is set off, as well as an alarm behind the bar, to which a member of staff will attend immediately.

The toilet's height is 48 cm from the ground and has a backrest.

A fold-down baby changing table is mounted to the wall with a dedicated nappy bin close by, which is emptied regularly.

Additional customer toilets are located in this same hall, up one staircase, which consists of ten steps at a height of 20cm each, a small landing square with a right turn, and a further five steps.

The steps are dark wood with white edging strips at the front, which mark each step out. At the top of the stairs, the head height is reduced initially to 6 feet.

The toilets are separated by male and female. Both have cubicles and the male toilets have two urinals, which measure 60 cm from the floor level. Both are lit with spotlights and have large windows. The flooring is tiled in a large, checked pattern.

## **PATIO AREA**

The patio area has tables and chairs for drinking and dining. The block paving flooring is continued from the entrance ramp down, and around the building on two sides.

The tables and chairs are made of rattan with glass tops. The tables can be moved and stand 69cm high. Chairs can be added or removed if required.

The structure joined to our restaurant area, can be accessed via the bi-folding doors from inside the restaurant, which carries a lip height of 2cm. The furniture here is grey rattan with high-back chairs, arms, and padded cushions. The tables are removable and stand at 55cm high, chairs can be added or removed if required. Two gas heaters are available along with a centrally placed wall heater which is customer controlled.

Music is played in the patio area and lighting is through the patio glass doors and extra wall lights outside.

CCTV is in operation in the bar, restaurant and patio.

### **Additional Information**

We welcome all dogs in the pub, including assistance dogs. 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. There is free Wi-Fi throughout the pub.

The closest chemist is Boots in Bordon, 2 miles away, and the nearest accident and emergency hospital is 13.2 miles away; The Royal Surrey County Hospital.

### **Evacuation Procedure**

Fire exit signs and extinguishers are visible around the pub. Signage is placed in areas which are used as assembly points.

Should a fire arise, all staff are trained in the evacuation procedure including checking the toilets to ensure all customers and staff exit safely.

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

