



## The Queen's Head Disability Access Statement

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## Welcome

The Queen's Head is a friendly village pub in East Clandon, near Guildford.

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 Queen's Head is open seven days a week offering a welcome space for friends to gather and families to meet, over a pint of local ale, a perfect G&T or a bite to eat from the seasonal menu or daily specials board.



## Getting here

The pub is located along the A246 between Guildford and Leatherhead.

The nearest bus stop on Epsom Road (A246)



### Bus services

36 – Guildford – Burpham – Merrow – Guildford – Manor Park – University

37 – Guildford – Merrow – Burpham – Guildford – Manor Park – University

300

463 – Woking – Send – Burnt Common – Clandon – Merrow - Guildford

478 – Guildford – Merrow – West Clandon – West Horsley – East Horsley – Effingham  
– Bookham – Leatherhead - Woodbridge

479 – Epsom – Ashted – St Andrew's School – Leatherhead – Fetcham – Bookham  
– Howard of Effingham School – West Clandon – Merrow - Guildford

### Taxi Service

Deuces – 01483 222 222

### Trains

The nearest train station is 2.5 miles away. Clandon train station is run by South Western Railway so please visit [www.southwesternrailway.co.uk](http://www.southwesternrailway.co.uk) for details of train times.

### Car parking

The car park is adjacent to the pub with a wide entrance from the road. The area goes back from the road, around the side of the pub towards the patio area and garden. The first area of parking is tarmacked and holds 16 spaces. There are two metal drains in the centre of the car park with a natural decline to allow for drainage. The closest 2 spaces to the door entrance are designated disabled badge holders only. The second half of the car park area is gravel without space markings. Occasionally overflow requires parking on the grass. This area is partially lit at night.



## Arrival

The entrance way to the pub is a slow incline slope. The flooring is large grey patio slabs, evenly laid.

This door is one of two that give access to the pub. Both areas are lit at night. The door is 76cm wide and the height clearance is 193cm. The door pulls outwards and can be latched open. Inside a small porch area is a second door, 78cm wide and 203cm high. This door is propped open with a basket for outdoor blankets- this may be an obstruction for wheelchair users but can be moved. The porch area 156cm long and the floor is carpeted. The second entrance to the pub is around the roadside front of the building. This entrance leads to the hall off which the male and female toilets are situated.



## Bar

The bar is directly in front as you enter the pub. The bar flooring is large flagstones and has tall tables and tall bar stools. The bar height is 106cm. The area is lit with ceiling spot lights.



## Restaurant

The restaurant flooring is a mixture and has areas with steps down to them. The largest of these being two steps down into a carpeted snug area, 15cm high and 40cm deep. Most of the flooring is carpeted, one part is wood floor.

Throughout the restaurant, the heights of the tables vary from 61cm to 74cm clearance underneath. The chairs are a mixture of soft cushioned, country

kitchen wood style and we also have some benches. Most seating can be swapped around to suit individual needs.

Music is played in the pub and can be adjusted.

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



We do not provide any alternative formats of our menus such as braille, but menus can be enlarged on an iPad, a member of our staff will be more than happy to help you with this.

Daily specials are written on a large blackboard in 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.



## Restrooms

The customer toilets can be accessed by the second entrance to the pub around the roadside front of the building. This door is also an accessible fire escape for this level and has appropriate fire door signage. There is also one dining room accessible from this entrance. From the restaurant the door is a wooden latch pull door, 71cm wide and 188cm high. The hall between the male and female separate toilets is grey tiled floor with ceiling spot lights. This hall is 258cm long.

The door to the ladies restroom is 65cm wide and pushes inwards with auto closure. Inside is two cubicles, the doors to these are 58cm wide. Feminine hygiene bins are provided. The toilets seats are 43cm high. There is also a wall-mounted fold-out baby changing table.

The mens restroom door is 64cm wide and pushes inwards. There are two urinals, 62cm high and one cubicle. The door to access the cubicle is 57cm wide. Smoke detectors and emergency lighting are in the restroom areas. There is no wheelchair accessible toilet or emergency call system in operation in the restrooms.



## Garden and Patio



We have a front and rear patio area for eating and drinking. The front area has picnic bench tables and wheelchair-friendly tables, with block paving flooring.

The rear patio and garden has 2 steps down from the main entrance, 14 and 15 cm high. The flooring is block paving and large patio slabs. There are some metal drain covers in this area. Further down the patio, towards the grass area is a raised area, the step height is 22cm at its highest point.

The furniture is a variety of wood tables and chairs, wood picnic benches and rattan tables and chairs. The patio area is lit at night with wall lighting.





### 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 accident and emergency hospital is 5.5 miles away. Royal Surrey County Hospital, Egerton Road, Guildford, Surrey, GU2 7XX The closest chemist is 2.1 miles away. Boots, Kingfisher Dr, Guildford, Surrey, GU4 7EW

### Evacuation Procedure

Fire exit signs and extinguishers are visible around the pub also 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.

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

