



FISH KITCHEN • TAKEAWAY • CHARCOAL GRILL • WORLD BEERS

## **Abbey Wharf Restaurant, Whitby**

### **Access Statement**

Abbey Wharf welcomes people with disabilities and we have developed this access statement to address some of the common issues that people with disabilities may face. We aim to ensure that all employees, customers and others who use the venue are treated equally and according to their needs.

#### **Pre-arrival**

For any help, information or to discuss your specific needs, please telephone us on 01947 600306 (option 3) or email us at [info@abbeywharfwhitby.co.uk](mailto:info@abbeywharfwhitby.co.uk)

Abbey Wharf is a restaurant and bar situated in the historic old town of Whitby. The bus and train stations are situated a 10-minute walk away with taxi facilities if required.

#### **Car Parking**

We are located in the old Market Square, which is a cobbled area and has no parking. It is usually possible to drop off and collect passengers outside the main entrance to the building before parking in one of the town's public car parks.

Blue badge holders can park on double yellow lines on Bridge Street (3-minute walk) ensuring usual legal rules are applied.

#### **Main Entrance**

There are 2 sets of glass double doors – the external doors are held open during opening times and the inner doors are automated on a sensor. These lead to 15 steps with a full-length handrail, up to the main venue level. The top step is slightly taller than the others.

An access platform is installed on the right-hand side of the staircase for use by any of our guests that would struggle using the stairs. The platform must be used seated and has a maximum load weight of 300kg. It is the user's responsibility to ensure that this limit is not exceeded. The platform has step free access from the bottom of the stairs to the top of the staircase. Only 1 person may ride the platform at a time and the platform must be operated by a member of trained Abbey Wharf staff. Customers must not attempt to use the platform themselves and must alert staff that they would like to use the platform. This can be done by operating the disabled call button on the entrance doors or calling 01947 600306 (option 3).

Our staff are more than happy to assist should you need any help entering or accessing the venue.

At the top of the stairs, there is access to the take-away and hand-pull doors into the restaurant and bar.

### **Takeaway**

The counter is single level, but all staff are aware of its limitations and are trained to see and attend to people who may not be able to access this facility.

### **Restaurant and Bar**

The open plan restaurant and bar are level and spacious enough to accommodate wheelchairs comfortably. Lighting throughout is natural daylight with overhead lighting at night. The flooring in the restaurant is wood throughout. We do not have a hearing loop system and background music is played throughout. On Friday and Saturday nights we have live music acts, which may use flashing lights.

Diners can make a reservation for the restaurant by telephone, online or in person. If you have any concerns please mention this at the time of booking and we will do everything we can to ensure your perfect visit.

We can swap chairs, or remove them completely depending on your needs when you are dining with us. We have a variety of wooden chairs (with and without armrests), high seating and padded sofa benches in the different areas, so we are confident we will be able to find something that is most comfortable for you. Highchairs are also available to be added to tables.

Current menus are available on our website. These are changed quite often and it is not therefore possible to provide a Braille menu. However, with adequate notice, a special large print menu could be provided.

We offer gluten free and vegetarian/vegan menu choices. Other dishes can be modified for ease of eating on request, and we can cater for all dietary needs with notice. Anything is possible, if we know in advance. However, we do have a mixed kitchen and use ingredients that may contain the 14 notifiable allergens – cereals containing gluten, crustaceans, eggs, fish, peanuts, soya beans, milk, nuts, celery, sesame, sulphites, lupin and molluscs. It is possible to download a card to list those ingredients that you are allergic to and hand to restaurant staff – see <https://www.food.gov.uk/sites/default/files/media/document/allergy-chef-cards.pdf>

Waiter/waitress service is available from the bar directly to the table.

We are dog friendly and extra space can be provided for assistance dogs wherever possible. Water bowls can be provided on request.

The bar is single level but staff are aware of its limitations and are trained to see and attend to people who may not be able to access this facility.

### **Balcony**

We have a large balcony area consisting of a square smoker's section and a narrower linear non-smokers section. Both sections have a raised threshold and there is one step between the 2 balcony sections.

### **Mezzanine**

Steps with full-length handrails access the mezzanine area but all services can be provided on the main level.

### **Customer Toilets**

There is an accessible toilet facility on the same level as the restaurant and bar with grab rails and a pull-cord alarm. Access to the toilet is by Radar key, which can be obtained from the reception desk.

### **Wi Fi**

Wi Fi is freely available throughout the venue by choosing Abbey Wharf (Free) and registering via email, Facebook, Twitter or Instagram.

## **Additional Information**

We have regular customers with disabilities and mobility issues and we do everything we can to make our venue comfortable and accessible to everyone. Some staff members have training in disability awareness and we always have trained first aiders within our staff team.

We have clear signage showing the routes for emergency evacuation and our Fire Alarm is both an audible siren and flashing red strobe light.  
Baby changing facilities are available on request.

Abbey Wharf also has a mobile application (app) that allows guests to order food and drink from the comfort of their table to be delivered to their table. Guests can also use the app to 'click & collect' takeaway meals which can also be brought down stairs by staff for collection if requested.

Whilst every effort will be made to accommodate all of our customers, we have to abide by all applicable legislation and policies to ensure compliance. To this end, our managers and staff will serve equality and health safety and environment procedures are adhered to and occasionally decisions may have to be made to ensure compliance.

## **Contact Details**

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What 3 Words: ///simulations.jungle.short