



THE CHASER INN

A WHITING & HAMMOND[®] PUB

ACCESS STATEMENT

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

INTRODUCTION

The Chaser inn is a beautiful country pub situated opposite the large common in Shipbourne, just outside Tonbridge in Kent. The Whiting & Hammond company has run the Chaser for 10 years and has 6 other pubs in the south east. We pride ourselves on being a very good pub which provides both an excellent food and drink offering. We cater for all types all the time as we serve food 12-9.30 daily and 12-9 on Sundays. We also serve breakfast on Thursdays (in conjunction with the village farmers market at St Giles' church next door) Saturdays and Sundays. Our produce is sourced from very local suppliers wherever possible including our butchers (Haywards of York Parade, Tonbridge) who have been with us since day one.

Our pub offers great cask ales, an extensive wine list, a fantastic atmosphere with open fires in several different rooms, fantastic food (traditional pub as well as our special dishes) with great staff to look after you during your visit.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01732 810 360 or email enquiries@thechaser.co.uk.



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PRE-ARRIVAL

- Our pub is situated in a small village north of Tonbridge and we can be reached by car, taxi and bus. If you use a journey planning website, insert our postcode which is TN11 9PE and you will be able to find a route.
- There are two train stations not far from us. 1; Hildenborough station is 4.1 miles from the pub and takes approx 16 mins by car. 2; Tonbridge station is 4.4 miles from the pub but has the advantage (unlike Hildenborough) of having taxi and bus services from the station
- Bus No 222 runs between Tonbridge and Shipbourne and runs on a generally hourly basis during the week and 2 hourly on a Sunday. The journey duration is approximately 21 minutes from Tonbridge station. It has been quoted that this service is operated by a bus without any special accessibility and therefore may have step access. The bus stop (upper green road stop), which has a shelter and pavement, is approximately 100 meters from the pub.

CAR PARKING AND ARRIVAL

- There are several car parking options at the Chaser inn.
- There is parking available on the side of the road opposite the pub as well as parking available in the church car park next door (subject to church functions)
- There is a gravel car park at the rear of the building. This is lit by floodlight at night. This leads back round to the front of the pub but there is also a step free entry to the pub from the rear and leads to our courtyard area (small door frame step with double door access) and our church room (with one large step , no doors).
- At the front of the pub there is a driveway which provides parking spaces and an off road drop off / pick up area. The main front door is an outward opening door with an initial 1 step followed by 2 steps up to the front door of the pub.
- There are two disabled parking spaces to the left of the pub as you face it. This leads to an upwardly sloped outward opening double door entrance with



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plenty of room for wheelchair access (approx 2 meters away) with a very small (2cm approx) door step.

BAR & BAR AREA AND DINING AREA/RESTAURANT

- The various rooms within the pub can all be reached (slightly depending on the route) without using steps. The disabled entrance splits in 3 ways. Left is our toilets, straight ahead leads to our courtyard area (permanent stone ramp into this area) and right leads into our jockey room and bar area. There is then a route through to our other two rooms which can again avoid any steps. Depending on the route, all areas of the pub can be accessed without encountering steps. Our managers and staff are always happy to help and advise our customers how best to move through the pub and the best places to be depending on your needs with regards to light, noise or access. A few of our tables are fairly close together depending on which room they are in. We do however, take any particular

customers needs into account when selecting which table we book during a reservation.

- There is no lowered section of the bar at The Chaser inn but our bar top is not excessively high. However, as we provide full table service at our pub, we will come and find you rather than you needing to come to the bar to order.
- Our furniture varies throughout the pub. There are different height/width/length tables which also vary in height. Our chairs also vary in height and style. Some have arms, high backs, cushions, and others don't. We are always happy to try to find the right chair for you whenever we can.
- Lighting varies also. In some of the rooms there are halogen ceiling spotlights. In the church room it is less lit with wall mounted picture lights as well as 4 high uplighters too. The courtyard (being like a conservatory) is very light during the day and then with low lit lighting of an evening.
- We always have background music playing in the pub (only in some areas)



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whether it be the radio during the day or a recorded mix in the evening.

- Depending on which room you are in the floor surface varies throughout the pub. In the courtyard it is stone flooring and in most other areas it is wooden flooring. There is also one short carpeted area and most of those areas that have wooden floors also have short pile rugs.
- We try to cater for different dietary needs by first providing a varied menu which often can cater for different choices and requirements. However, we are also happy to advise and try to adapt a dish in order to make it suitable for a particular dietary requirement or allergy.
- As previously mentioned we offer full table service to our customers.
- Whilst we do write our specials onto our board each day, we do not provide large print or braille copies of our menu. Our staff would however, be very happy to read out our menu and price list to whoever required this facility.
- Our crockery does contrast in colour with the table. All our tables are varying

shades of wood, and our stainless steel cutlery sits on a white napkin. We do not use table cloths.

CUSTOMER TOILETS

- Our three sets of toilets are all situated at the same end of the pub (ladies, gents and disabled/baby change) These facilities can be found by two routes. A, by heading away from the bar through our Jockey room and following the corridor past the disabled entrance where they are all in the same corridor. The alternative route is through the courtyard and either through a door at the end with a step or another door to the left of that which has a ramp. All of our toilet facilities are entry level and can be reached without encountering steps dependent on your route. They all have standard door width both via the external toilet door and internal cubicle doors.
- The disabled toilet / baby change is kept locked by way of a RADAR lock for which a key is kept behind the bar.



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The door to this is wide enough for all wheelchair types we have encountered at the pub. There is clear space to the right of the WC for a wheelchair and there are grab rails attached to the wall to the left of the WC when facing it. The room is well lit due to ample halogen spot lighting and in addition light from a large frosted window during the day. The floor is of a non-stick nature and we have lever type taps on the sink

BEER GARDEN/OUTDOOR AREA/SMOKING AREA

- We have a beer garden, outdoor area and a smoking area. The smoking area is situated adjacent to the disabled access entrance for the pub and is the same level tarmac as the front parking area. Our other outside area is a long covered bench situated outside the front door. This can be accessed via one step up to the porch area. Our beer garden has two gated entrances. One is at the front of the garden and level with the driveway and the other is towards

the back of the garden with 2 steps up to the garden level. The garden is then turfed throughout. The furniture in the beer garden is traditional picnic tables. Certain chairs can be brought out from the pub when required. Whilst we do not generally extend our table service to our beer garden, when necessary due to customer access difficulties, we try to help wherever possible in providing the service required.

ADDITIONAL INFORMATION

- Some of our staff have received disability awareness training via an online training company we work with who provide us with courses on a variety of subjects.
- We are already dog friendly in two areas of our pub so we would of course welcome assistance dogs in these areas of the pub as well. And, as a dog friendly pub, water bowls are normally scattered to use.
- Low energy lighting is used in various parts of the pub.



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- Our local hospital is Tonbridge cottage hospital but our nearest A&E hospital is Tunbridge wells hospital in Pembury, Tunbridge wells.
- We provide free Wi-Fi access
- The nearest local accommodation is available in Shipbourne at the Bear oast manor B&B and also at the premier inn in Tonbridge. There is also multiple choices of accommodation in neighbouring Tunbridge wells approximately 9 miles away

FUTURE PLANS

- We are currently addressing the way we are printing our daily menus so consideration may well be made with regard to a large print option.
- We are also considering whether a removable ramp would be possible in order to gain access to our church room via either the pubs rear entrance or also via our courtyard entrance.

CONTACT INFORMATION

Address (Inc postcode):	The Chaser Inn Stumble Hill Shipbourne Tonbridge Kent TN11 9PE Grid Reference:TQ 591 521
Telephone:	01732 810360
Email:	enquiries@thechaser.co.uk
Website:	www.thechaser.co.uk or www.whitingandhammond.co.uk
Hours Of Operation	Mon-Thurs 11-11pm, Fri&Sat 11-12am, Sun 12-10.30pm. Food Mon-Sat 12-9.30pm, Sun 12-9pm. Breakfast served Thurs/Sat/Sun 9-11.30am
Local Accessible Taxi:	Streamline Taxis T: 01732 505050 or Station taxis T: 01732 363636 Alternatively, please ask a member of staff for alternative details of any other suitable firms.
Local Public Transport:	Bus No 222 runs between Shipbourne and Tonbridge. Trains also run form Hildenborough and Tonbridge stations going to London or Tunbridge wells and beyond to Hastings