

## Portavadie Access Statement

### INDEX

**Page 2 – Intro**

**Page 3 – Pre-arrival**

- Flight
- Rail
- Ferry
- Bus
- Taxi

**Page 4 & 5– Driving Directions**

**Page 6 & 7 – Car Parking**

**Page 8 – Main Entrance & Reception Entrance**

**Page 9 – Marina Restaurant & Shop**

**Page 10 – Marquee**

**Page 11 to 16 – Spa & Leisure**

- Spa Café, page 12
- Barclay Suite, page 13
- Leisure Experience, pages 13, 14 & 15
- Gym, page 15
- Spa Experience, pages 16 & 17
- Revie Suite, page 16

**Page 17 – Accessible Public Bathrooms**

**Page 18 & 19 – Accessible Accommodation**

- Lodge Rooms & Studio Apartments, page 19
- Cottages, Luxury Apartments & Tighnamara (Couples Retreat)

## Intro

Sitting on the shores of Loch Fyne, Argyll, on Scotland's West coast, Portavadie is the perfect place to escape the hustle and bustle of everyday life and unwind amid glorious scenery. As well as world-class marina facilities, we offer a range of holiday accommodation, restaurants and bars, beauty and wellbeing treatments, shopping and event spaces. Our spa and leisure experience offers an exceptional way to enjoy the views over Loch Fyne at any time of year, making Portavadie the destination of choice for all occasions.

Our story is one of a remarkable transformation. We occupy a site which was originally intended to become an oil rig construction facility. Despite extensive work, including the construction of an entire village nearby, it was never used. With a clear vision and a lot of hard work, we turned this blot on the landscape deep in the Scottish Highlands into the secluded oasis that you see today.

There is something for everyone, from the walker to the sailor, families to couples, those looking to splash out to those on a budget. It is the ideal location whether you are looking for a family holiday, romantic weekend break or relaxing afternoon by the water with friends.

Here at Portavadie we understand that access and specific requirements can make a world of difference to your visit. That is why we have created this accessibility information pack to inform you of the difference we can make.

The team at Portavadie look forward to welcoming you. If you have any questions you would like to ask us about your stay or any accessibility concerns, please get in touch with us. Our contact details are provided below:

tel. 01700 811075

info@portavadie.com

Portavadie | Loch Fyne | Argyll | PA21 2DA [www.portavadie.com](http://www.portavadie.com)

## Pre Arrival

If you arrive by plane to Glasgow airport we are an 80 mile drive away. Please see the below link to Glasgow Airports accessibility plan.

<http://www.glasgowairport.com/help/accessibility-statement/>

Portavadie's nearest rail station is at Gourock where you can catch the passenger ferry to Dunoon. It is possible to travel by bus from Glasgow to Portavadie, changing in Dunoon, but services are infrequent.

Please find links to relevant transport services and their accessibility plans below:

Scotrail – <http://www.scotrail.co.uk/plan-your-journey/accessible-travel>

Argyll Ferries have published the below information on their website:

*Need assistance boarding? We can help*

*If you have reduced mobility, are travelling with young children or with a lot of luggage, we will try our best to make your journey stress-free.*

*Our dedicated Assistance Team is available to support your needs. If you need assistance embarking or disembarking the ferry, let us know as soon as possible or at least 48 hours before you travel. We do not normally provide assistance at unmanned ports, but if you need help contact the Assistance Team and they will help where possible. You can contact our Assistance Team by*

- *Calling: 0900 066 5000*
- *Emailing: [assistanceteam@calmac.co.uk](mailto:assistanceteam@calmac.co.uk)*

As Argyll Ferries are a subsidiary of Calmac, please see below link to Calmac's Passenger Assistance Statement

<https://www.calmac.co.uk/on-board/passenger-assistance>

West Coast Motors – all buses on the Dunoon – Portavadie route are fully DDA compliant

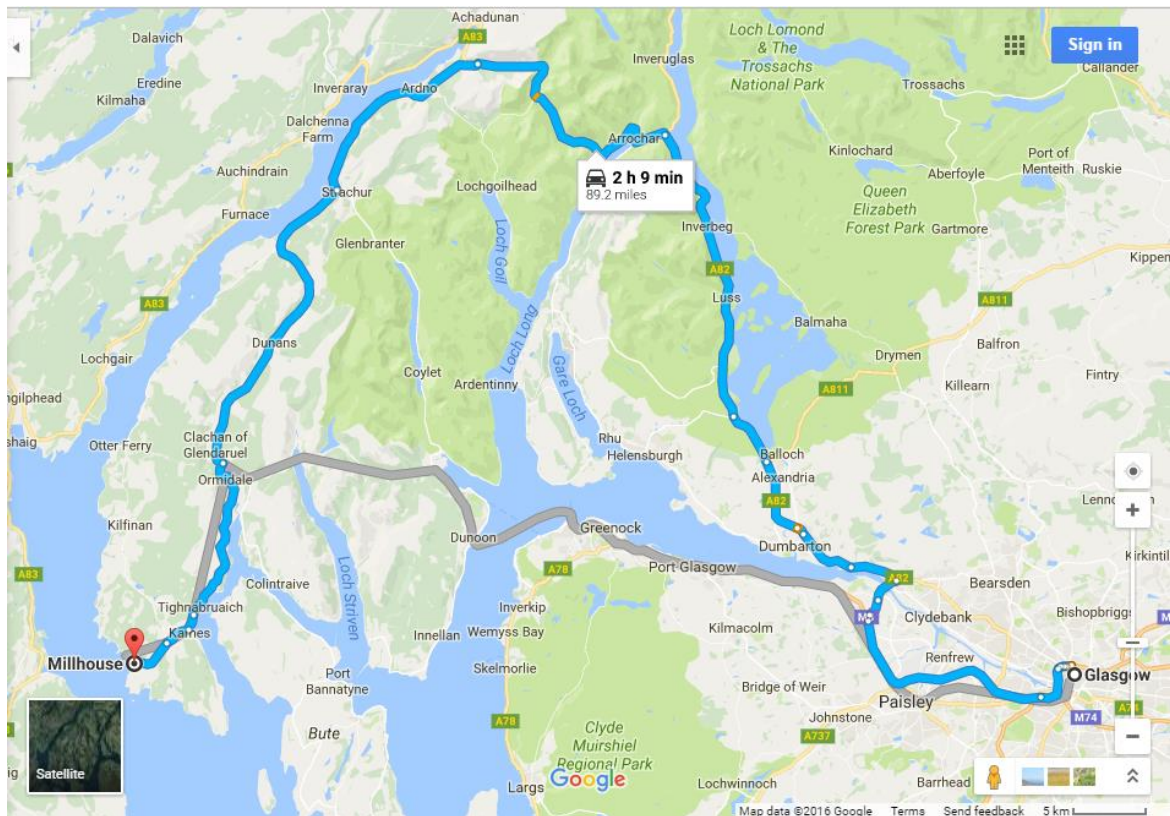
Taxi – The local taxi can support specific requirements upon request and can draw up at the bottom of the access ramp for easy access

Tam's Taxi – 07780478622/ 01700 811641

## Driving Directions –

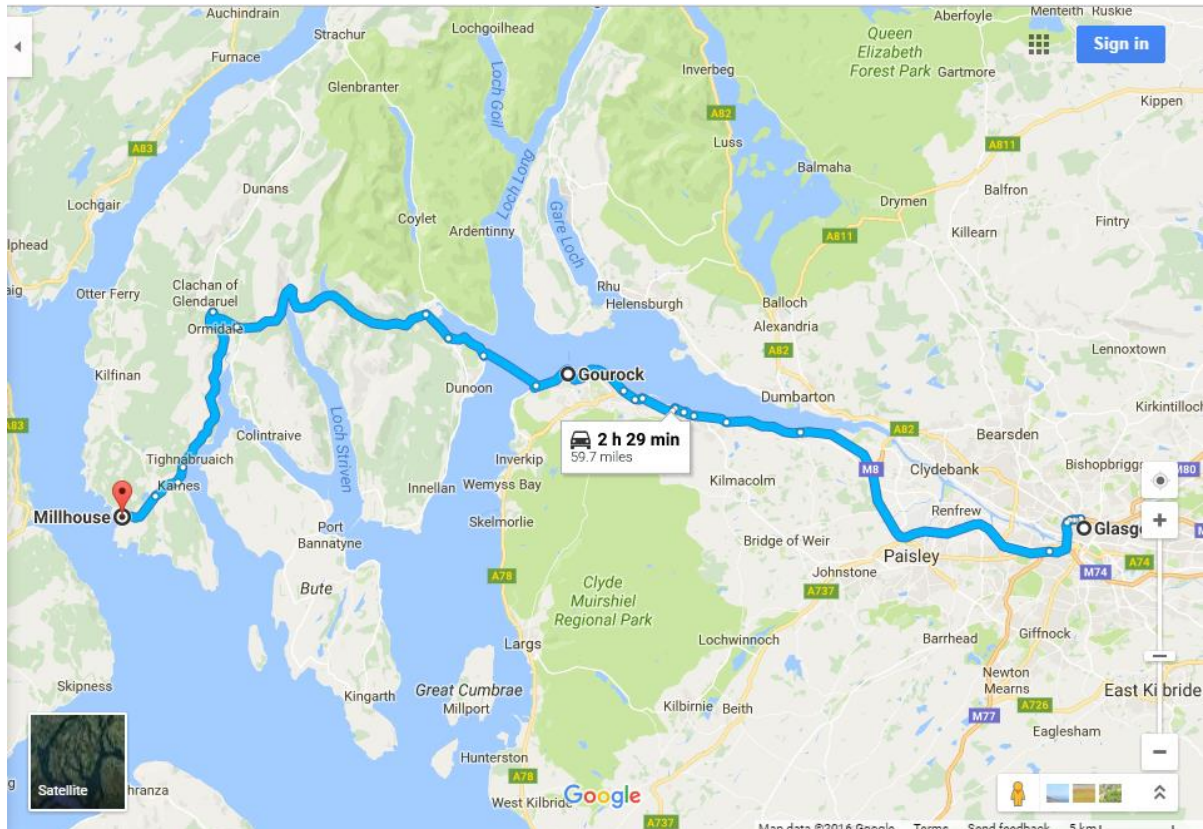
### Option 1

Take the A82 along Loch Lomond to Tarbet, then the A83 towards Inveraray and Campbeltown. At Cairndow, turn left on to the A815, then at Strachur turn right on to the A886, sign posted Glendaruel, turn right on to the A8003 for Tighnabruaich then continue on the A8000 towards Portavadie. At Millhouse follow the signs for the Ferry and Portavadie Marina.



## Option 2

Take the A8 to Gourock, then the Western Ferries from McInroy's Point to Hunter's Quay near Dunoon. Turn right on to the A815, then shortly after leaving the 40mph area, turn left on B836, a single-track road with passing places. After about 17 miles, turn right on A886, then left on A8003 towards Tighnabruaich, Kames and Portavadie. At Millhouse follow the signs for the Ferry and Portavadie Marina.





## Car Parking –

There are accessible car parking spaces available beside the Marina Restaurant and Reception, the Lodge Kitchen & Bar & Lodge Reception and the Spa & Leisure Experience.



<< Marina Restaurant & Reception



<< Lodge Kitchen & Bar/ Lodge Reception



<< Spa & Leisure Experience

Private parking is available for all of our accommodation.

Our Studio Apartments have a designated accessible bay as below:



Our Luxury Apartments have designated accessible bays in each car park as below:



Should you require additional assistance please do let us know.

## Main Entrance

Access to our Marina & Facilities building is via double doors on the ground level, doors are 178cm wide each, providing plenty of room for wheelchair users



## Reception Entrance

For guests staying in our Luxury Apartments, Cottages & Couples Retreat, please check in at the Marina Reception located just off the foyer at the main entrance. Access is on the ground level via a door which is 103cm wide. The Reception area is spacious. Please speak to one of our lovely reception team to advise them of any special requirements during your stay.



## Marina Restaurant



The Marina Restaurant is located off the foyer at the main entrance. The door is a 94cm wide door. The Marina Restaurant is split over 2 levels, on booking please make sure to inform the team of any mobility requirements to ensure you are seated on the ground floor.



### Shop

Our Shop is located off the boardwalk and is accessible via ramp entry which makes it suitable for wheelchair users. The front door is 95cm in width, with an additional ramp to allow wheelchair access.



### Marquee

If you are attending a function in our Marquee, the width of the external doors are both 106cm, this leads you to the Marquee Foyer. From there, there are internal doors taking you to the main Marquee which measure 92cm in width.



The Marquee has an accessible toilet with grab railings and a cord for assistance which is connected to our Duty Manager/ Night Response pagers which will be responded to 24 hours a day.



## Spa & Leisure

Access to our Spa & Leisure Experience is via double automatic doors. From here you can access our Spa Café, Pools, Gym, Spa and Barclay & Revie Function Suites.



## Spa Café

The Spa Café is located to the right of the Spa & Leisure Reception, there is an open doorway with no steps making it very easily accessible. One of our public accessible toilets is located within easy reach behind the Spa & Leisure Reception. The doorway is 90cm's wide.



## Barclay Suite

The Barclay Suite can host functions for up to 80 guests. This is located to the left of the Spa & Leisure Reception and accessed via double doors measuring 185cm total in width.



## Leisure Experience

Every effort has been made to ensure the Leisure Experience is easily accessible to those with limited mobility. Our changing village entrance measures 90cm in width, we have large accessible changing rooms available and an accessible bathroom with walk in shower, grab railings, toilet and cord for assistance which is connected to our Duty Manager/ Night Response pagers which will be responded to 24 hours a day.





Access to the pools is via a 90cm wide door. Our main pool can be accessed via a series of steps lowering in to the water with a grab railing to assist.



The childrens splash pool is accessed via steps, please be aware there is no grab railing present here.



Access to the indoor hot tub is via steps with grab railing to assist.





To access the outdoor pools there is a door measuring 90cm which leads you out to the infinity pool and outdoor hot tubs. The hot tubs have steps leading up to them, please be aware that there are no grab railings here to assist. The steps down in to the hot tubs do have grab railings. The infinity pool has steps leading down into the water with grab railings to assist.



## Gym

Should you wish to use our Precor Gym during your stay, please speak to one of our qualified Personal Trainers for advice & recommendations for any specific requirements you may have.

The entrance door to the gym is 90cm wide and suitable for wheelchair access.

## Spa Experience

The Spa Experience is located upstairs and can be accessed by a lift measuring 90cm in width which is suitable for wheelchair access.

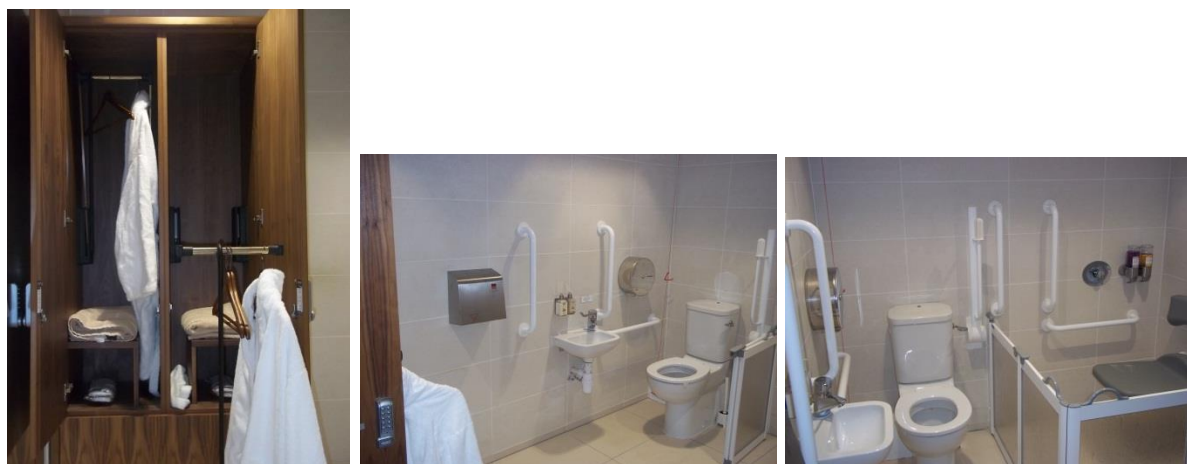


From here you can access the Revie Function Suite (which can host functions for up to 60 guests), and the Spa Experience.

The Spa Experience Reception is accessed by a door measuring 90cm in width, followed by a second door measuring 90cm in width which leads on to Treatment Rooms, Changing Rooms and the Spa Experience Relaxation Area. Should you wish to book treatments during your stay please ask to speak to our wonderful Spa Therapists should you require any special assistance.



The accessible Spa Experience changing rooms feature an accessible toilet with grab railings, accessible shower with fold down seat & accessible lockers at a lowered height to suit wheelchair users.



Our Spa Experience features a Sauna, Steam Room, Hydro Pool and exclusive relaxation area. Our Hydro Pool is accessed by steps with grab railings to assist.



**Accessible Public Bathrooms** – We have two accessible bathrooms onsite which both contain a toilet with grab railings, a walk in shower with a fold down shower seat and grab railings and a cord for assistance which is connected to our Duty Manager/ Night Response pagers which will be responded to 24 hours a day. One is located in the Spa & Leisure Experience and one is located in the Facilities corridor in the Marina & Facilities building. Please ask in reception should you require use of this facility:



There are also accessible toilets with grab railings available in the Marina Restaurant, the Lodge Kitchen & Bar, the Marquee & the Spa & Leisure Reception

## **Accommodation:**

We have a range of accessible accommodation to suit different requirements, please always make our reservations team aware of any requirements you do have at the time of booking.

### **Accessible Standard Lodge Room (Lodge Room 2)**

Lodge Room 2 is located on the ground floor of our Lodge Accommodation. This is a standard double room with a double bed, tea & coffee making facilities, flat screen TV and accessible en-suite which has a walk in shower with fold down shower seat and grab railings for assistance.

### **Accessible Superior Lodge Room (Lodge Room 1)**

Lodge Room 1 is located on the ground floor of our Lodge Accommodation. This is a large Superior double room with a king size (or twin) bed, private decked terrace, tea & coffee making facilities, flat screen TV and accessible en-suite which has a walk in shower with fold down shower seat and grab railings for assistance.

### **Accessible Studio Apartments (Studio Apartments 1 & 2)**

Studio Apartments 1 & 2 are located on the ground floor. They are large open plan Studio's with king size (or twin) beds, sofas, kitchens, decked terrace, flat screen TV's and accessible en-suites with walk in showers with fold down shower seats and grab railings for assistance.

Examples of our accessible en-suites are shown in the below photographs:





## **Cottages**

All of our cottages have accessible ramp entry from their private car parking space



## **2 Bedroom (Ground Floor) Luxury Apartments**

Our 2 Bedroom (Ground Floor) Luxury Apartments (Apartments 3, 7 & 10) are all located on the ground floor. Whilst these Luxury Apartments do not have walk-in showers, there are no stairs present so are suitable for those with limited mobility, though not for wheelchair users.

Please note all other Luxury Apartments are partially if not fully accessed by an upper floor.

## **Tighnamara (Couples Retreat)**

Tighnamara is located in a neighbouring bay to the main complex of Portavadie and does not have accessible features.

## **The Hideaway (Couples Retreat)**

The Hideaway is located behind the marina across from the main complex of Portavadie and does not have accessible features.