

## **Arrivals**

The Arrivals Lodge is normally approached by vehicle which has a shrouded roof overhang of approximately 1m with a height restriction of 2.9m.

Depending on the side of the Arrivals Lodge the car approaches, the driver or front seat passenger of the car converses with staff through an Arrivals Lodge window to give details of booking, guest verification & receive keys, etc. If the person in the car closest to the window is unable to do this, another member of the party may do so, but it may be necessary for them to leave the vehicle and approach the window. Please exercise care in doing this as this is a high traffic area.

### **Induction Hearing Loop**

Unfortunately, technology does not currently exist that allows effective use of an induction hearing loop for this process. Guests will find it easier to communicate with staff with the engine of the vehicle switched off which also reduces vehicle fumes entering the building. If necessary and requested, staff will leave the arrivals lodge and approach the car direct.

### **Toilets**

The main arrivals building has 1 male & 1 female disabled access toilet.

### **Security Lodge**

The Security Lodge is attached to the Arrivals Lodge and is staffed 24 hours a day. Our Security staff are happy to give reasonable assistance as requested. The entrance to the Security Lodge has a downward slope leading to it. Security may be contacted on ext.7431 (01623 827431). They will attend the location where assistance is required to assist where possible and provide disability transport service bookable on the above contact number.

The main building entrance is 1m wide with through access and the fire exit is 1m wide at the opposite end of the structure.

The small arrivals lodge entrance is 0.9m wide with a small 0.1m step.