



IMPERIAL HOTEL ACCESSIBILITY GUIDE

13 – 15 North Drive, Great Yarmouth, Norfolk, NR30 1EQ

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Welcome

Built in 1898, Imperial Hotel has 9 steps from the front doors up to Reception. A stair lift and bell for assistance are available. On the upper ground floor, there is level access to Bar Fizz, the Victoria Suite including the Princess Alice, Louise and Beatrice rooms, The Terrace and Sandown Suite's lower level. There are 5 steps up to Sandown Suite Bar. There are 2 steps from Reception to the lift, which serves all bedroom floors (ramp available). There are 6 steps down to Café Cru Restaurant from the front door. The hotel also has a side entrance. There are 13 steps up to Sandown Suite's bar and 5 steps down to Sandown Suite's lower level. There are 5 steps down to the Wellesley Room.

Watch the video: [Welcome to Imperial Hotel](#)

At a Glance



Level Access

- The main entrance has 9 steps and a handrail. There is no lift and no ramp.



Access with steps

- There are steps from the main entrance to:
 - Hotel Reception
 - Bedroom
 - The Terrace
 - Café Cru Restaurant
 - Bar Fizz Lounge Bar
 - Sandown Suite Ballroom
 - Bar Fizz Lounge Bar
 - Toilets
 - Sandown Suite Ballroom
 - Victoria Suite including Alice, Louise & Beatrice Rooms
 - The Wellesley Room



Bedrooms

- We have non-allergic bedding.



Hearing

- The (bedroom) TVs have subtitles.
- Some staff have disability awareness training.



Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.



General

- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

Getting here

13-15 North Drive, Great Yarmouth. NR30 1EQ



Travel by public transport

- You can get to Imperial Hotel – Great Yarmouth by train.
- The nearest train station is Great Yarmouth. The train station is 1.1 miles / 1.8 km from Imperial Hotel – Great Yarmouth.
- 22 minute walk from the train station to Imperial Hotel. Taxis available outside the station.



Travel by taxi

- You can get a taxi with Albies Taxies by calling 01493 331111. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Caister Cabs by calling 01493 722722. The taxi company has a wheelchair accessible vehicle.



Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The route is 1200mm wide, or more.
- The car park is at the side of the hotel.

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1330mm wide, or more.



Main entrance

- The door is 800mm wide.
- The main entrance has 9 steps.
- This entrance has a handrail.
- The main door is side hung and manual.
- The main door is revolving and manual.
- The main entrance has both a revolving door and a side-hung door. Both can be left wide open giving 1070mm of space. There are 9 steps from the main door to the reception area. A stair lift is provided but there is no hoist. Guests wishing to use the stair lift must be able to transfer themselves from their wheelchair into the stairlift chair. There is a bell for assistance.



Main stairs with stairlift



Stairs to upper ground floor

Getting around inside

Visual Impairment – General Information

- We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.



Lift

- We have 1 lift.
- You can get a lift to some floors.

Lift to bedrooms

- The lift door is 750mm wide.
- The lift is 960mm wide. The lift is 1060mm deep.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- There are two steps from Reception to the lift. A ramp is available. The lift is an old, traditional style lift with an outer door and an inner grill. The inner grill must be closed before the lift will operate.



Lift with outer door shut



Lift with iron grill



Hotel Reception

- From the main entrance to reception, there are 9 steps. There is no lift and no ramp.
- You can sit down at reception.
- Reception is on the Upper Ground Floor.



Stairlift at bottom of stairs to upper ground floor



Stairs to upper ground floor from front door



Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, wall lights, bedside lamps, desk or table lamps and natural daylight.
- Lights are LED. Some lights can be controlled independently.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.

- The third floor is a dog-free floor, suitable for anyone with allergies to pet hair. Details of cleaning products can be provided on request.
- No bedrooms have level access. The bedroom nearest the main entrance has 29 steps.
- All bedrooms are ensuite.
- We have bathrooms with a separate shower.
- We have bathrooms with a bath and overhead shower. Some toilets have handrails.
- The walls and the fittings have high colour contrast.



Wet room shower with handrails



Toilet with riser seat



Bar

Bar Fizz Lounge Bar

- From the main entrance to the bar, there are 9 steps. There is no lift and no ramp.
- There are 9 steps from the front door to Reception on the upper ground floor. Bar Fizz is on the upper ground floor. The door to Bar Fizz is 760mm.



Entrance to Bar Fizz



Furniture in Bar Fizz



Place to eat and drink

The Terrace

- The route is 930mm wide, or more. The door is 930mm wide.
- From the main entrance to the dining area, there are 9 steps. There is no lift and no ramp.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- The Terrace is on the upper ground floor. It is reached via the Alice Room and through the Victoria Suite. Both doors from Reception to the Alice Room open giving 1200mm of space. There is a slightly raised threshold between the Victoria Suite and The Terrace itself.



Terrace via Victoria Suite



Terrace via Alice Room



Place to eat and drink

Café Cru Restaurant

- From the main entrance to the dining area, there are 7 steps. There is no lift and no ramp.
- To get to a table, there are no steps.
- To get to a table, there are 8 steps.
- There is background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- Café Cru Restaurant is located in the basement of Imperial Hotel. From the front door, there are 7 steps down to the restaurant. From Reception guests descend via the main stair case (9 steps) to the front door – a stair lift is available for this staircase, then turn left and descend a further 7 steps to the restaurant. Unfortunately there is no lift access to Café Cru.



Place to eat and drink

Bar Fizz Lounge Bar

- From the main entrance to the dining area, there are 9 steps. There is no lift and no ramp.
- To get to a table, there are no steps.
- There is background music.
- The table and plates have high colour contrast.

- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- Food is served in Bar Fizz from mid-morning to late in the evening. There is a single side-hung door into Bar Fizz approx 760mm wide. Once in Bar Fizz, furniture can be moved round to accommodate a wheelchair.



Door into Bar Fizz



Place to eat and drink

Sandown Suite Ballroom

- From the main entrance to the dining area, there are 9 steps. There is no lift and no ramp.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free) and vegan specific diets.
- The Sandown Suite ballroom is often used as a dining room for functions such as weddings or other celebrations, or as a large dining room for meetings and conferences. It is on the upper ground floor, the same level as Reception.



Sandown Suite entrance and stairs to bar area

Toilets

- From the main entrance to this area, there are 9 steps. There is no lift and no ramp.
- The ladies and gents loos are on the upper ground floor. There is a slight step into both the ladies and the gents' toilets. One of the ladies' loos has handrails.



Toilet with handrails

Sandown Suite Ballroom

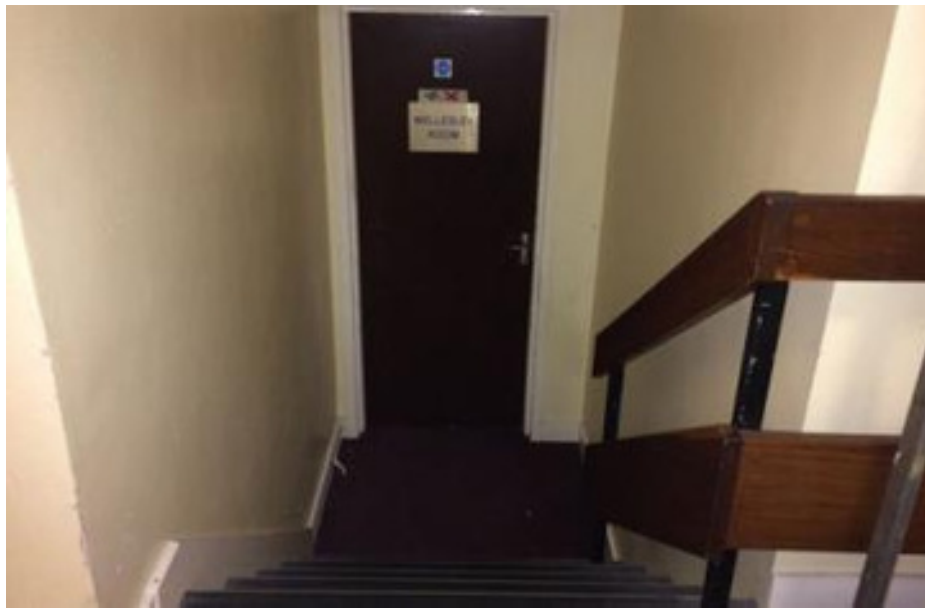
- From the main entrance to this area, there are 9 steps. There is no lift and no ramp.
- Sandown Suite Ballroom is used for functions, parties, conferences and meetings. It can be accessed via Reception, or has a separate side entrance. From the front door, there are 9 steps to Reception, then level access to the ballroom. From the separate side entrance, there are 13 steps up to Sandown Suite Bar, then 5 steps down to Sandown Suite Ballroom.

Victoria Suite including Alice, Louise & Beatrice Rooms

- From the main entrance to this area, there are 9 steps. There is no lift and no ramp.
- There are 9 steps from the front door to reception. A stair lift is provided. Once inside, there is level access to the Victoria Suite, including to the Alice, Louise and Beatrice rooms. Double doors open to provide 1200mm of access to the Alice Room and Victoria Suite.

The Wellesley Room

- From the main entrance to this area, there are 32 steps. There is no lift and no ramp.
- The Wellesley Room is used for budget meetings and conference only. It can be accessed via Reception, or has a separate side entrance. From the front door, there are 9 steps to Reception, 5 steps to the Sandown Suite Bar, 13 steps down the side entrance, then a further 5 steps down to The Wellesley Room. From the separate side entrance, there are 5 steps down to The Wellesley Room.



Stairs down to Wellesley Room.

Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- Assistance dogs can go to the dunes, just opposite the hotel to relieve themselves.



Wheelchair

- You can hire mobility equipment from Broadland Mobility by calling 0800 151 0255.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Some staff have disability awareness training.
- Staff are available 24 hours a day.

Guide last updated: October 2025