

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.

Access Statement for Hook Norton Brewery



Introduction

Sitting in its beautiful, mellow Cotswold Hills landscape, Hook Norton Brewery is a proudly independent and passionate family business, that takes the very best of its handcrafted brewing heritage and combines it with a thoroughly modern approach, to create a range of real ales for today's drinkers to enjoy.

Hook Norton Brewery is a central part of the local community, in the village of Hook Norton. We are situated at the end of Brewery Lane, past the Pear Tree pub.

Hook Norton Brewery is a Visit England accredited visitor attraction.



We look forward to welcoming you. If you have any queries or require any assistance please phone 01608 738041 or email sharon.kane@hooky.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the directions section of our website at <https://www.hooky.co.uk/visit-us/how-to-find-us.ashx>
- Alternatively you can plan your journey by car or public transport using www.google.co.uk/maps; simply enter your postcode and ours, which is OX15 5NY to get directions.
- The nearest railway station is Banbury, which is 10 miles away, for details look online at <http://www.nationalrail.co.uk/stations/ban/details.aspx>
- Stagecoach Bus Service No 488 to Chipping Norton runs from Banbury to Hook Norton taking 30 minutes. Alight the bus at The Church in Hook Norton. The streets are paved and it is an even 10 minute walk to the Brewery. For planning your journey, go to <https://www.stagecoachbus.com/timetables.aspx>
- We have an accessible WC in the Visitor Centre.

Car Parking and Arrival

- Visitors are strongly advised to book tours in advance. To book call 01608 730384. Please visit our website to get more

information on tours at www.hooky.co.uk/visit-us/visitor-centre-and-tours.

- Free Parking on site for approximately 30 cars.
- Clearly marked accessible parking spaces.
- The surface of the car park maybe uneven in places so care must be taken. We are happy for elderly visitors or visitors with disabilities to be dropped by the door while the car is being parked.
- On arrival the Visitor Centre will be open, please just enter. There is a level entrance to the Visitor Centre but no hand rail. The door width is 900cms.



Main Entrance, Reception and Ticketing Area

- Main entrance on ground level, therefore there are no steps. There is no handrail or ramp to aid visitors as one is not needed. The width of the entrance door is
- The Visitors Centre is also the Brewery shop.
- Floor throughout the Visitors Centre is level - quarry tiling.
- Seating is available.
- The area is well lit by ceiling spotlights and lamps
- Low counter area at the rear of the paying desk. There are some shop products on the counter, however the shop assistant is visible at all times to assist customers.
- Complimentary entry for Carers.
- No hearing loop system.

- There are pens and paper at the counter to aid communication if needed. The counter is at a high level.
- Tickets can be paid for with cash or credit card, we do not accept personal cheque payments in the shop.
- All visitors with disabilities should know that Brewery staff will do everything to make their visit easier and enjoyable so please do ask for assistance should it be needed.



Attraction (displays, exhibits, rides etc.)

- Background music is on in the shop area, if this causes a problem we would be happy to turn off.
- No flashing lights.
- The Museum is on the first floor of the Visitor Centre. This is only accessible by stairs. For your information there are 15 stairs and they are 26cms in depth. The flooring is wooden boards and level.
- Lighting in the Museum is LED.
- The Brewery Tour - Guided Tours of the Brewery run twice a day. Hook Norton is a working Brewery the tour route may alter on occasion but please ask the Tour Guide on arrival.
- Our guided tour will usually last 1 hour and 30 mins, excluding the tutored tasting. It is likely that you will be on your feet for the entirety of the tour. The tour of the Brewery building is not accessible for wheelchair users; it is an historic building with steep steps and no lift.

- WC's are not available during the tour but they are available in the Visitor Centre, you will be given the opportunity to use the facilities before you set out on your tour.
- As the Brewery is a working industrial site, activity and access do vary from day to day. Potential obstacles may involve large deliveries of raw ingredients. The aroma of natural products may pervade the atmosphere throughout the tour. These are harmless. The Brew House is on several levels and involves steep steps and some narrow points. The floor can be slippery and is not suitable for very young, old or visitors with disabilities.



- Visitors may also be interested in seeing our Shire Horses. These may be in harness ready for carrying out deliveries in which case visitors can see them right outside the Brewery. Should the horses not be getting ready for going out visitors may visit them in the stables. Access is available to the stables, however the ground is uneven and can sometimes be slippery so caution should be taken.



Public Toilets

- Customer toilets are situated on the ground floor in a corridor just past the bar. Baby changing facilities are available.
- The first door on the right is our unisex accessible WC.
- Entrance to the accessible WC is level; the door opens outward and is 93 cms wide.
- There are horizontal and vertical grab rails by the hand basin and the WC.
- The sink has one lever tap.
- The Floor is tiled and even.

Catering

- Seating for catering is in the Visitor Centre and access is step free and level from the entrance.
- There are spaces for wheeling pushchairs and wheelchairs, again if there is a problem, staff will move furniture out of the way
- Mixture of tables and chairs, some arm chairs, some chairs with arms, some without
- Well lit area.
- Quarry tiled flooring
- Table service for a limited menu at the moment, although this is changing, so please check with us if you want to know the menu
- Menus are on blackboards; please ask staff who can read these out loud.
- WC's are on this level.
- Where possible all our food produce is locally sourced. We do our best to cater for any dietary requirements; please contact us in advance to check any specific requests you may have. Allergen information is available; please ask if you require this.
- Large print menus are available; all staff can assist by running through menus with you.

- The nearest customer WC is located close by in a corridor from the cafe area.



Shop(s)

- There is a shop with a range of souvenirs and beer which is accessed from the main entrance
- The shop is level throughout
- A low level desk and counter are provided
- There is ample room within the shop for a wheelchair and if anything needs to be moved, staff will be happy to assist.
- Background music may be playing, staff will be happy to turn this off if this causes a problem.

Additional Information

- Should the fire alarm sound we have a set evacuation procedure and staff will assist you.
- We welcome assistance dogs, please ask staff for water bowls
- 3 pubs in the village with accommodation, both offering wheelchair access.

The Sun Inn, High Street, Hook Norton, Oxfordshire, OX15 5NH <http://www.thesuninn-hooknorton.co.uk>



The Pear Tree, Brewery Lane, Hook Norton, Oxfordshire, OX15 5NU <http://www.thepeartreehooky.com>



The Gate Hangs High, Whichford Road, Hook Norton, Oxfordshire, OX15 5DF <http://www.gatehangshigh.co.uk>



Future Plans

- The Visitor Centre is due to undertake major development during Spring 2016, we predict there will be disruption for 3 months from when work starts. Please do check our website for details <https://www.hooky.co.uk/>
- We have plans for a new dedicated catering facility.

Contact Information

Address (Inc postcode): Hook Norton Brewery, Brewery Lane, Hook
Norton, Oxfordshire OX15 5NY

Telephone: 01608 738041

Email: sharon.kane@hooky.co.uk

Website: www.hooky.co.uk

Hours Of Operation: Visitors welcome 9.30am - 4.30pm Monday -
Saturday

Statement written 3rd March 2016

Statement to be reviewed June 2016