



Accessibility Statement

The CREM Kitchen is constantly striving to exceed Customers' expectations in terms of the general hotel experience, whether or not they are able bodied or have disabilities. We aim to provide the highest standards of service to all our guests. We look forward to welcoming you to CREM Kitchen and making your stay and experience with us an enjoyable one.

Communication

We aim to inform our guests of facilities which are in place through our website as well as sending all guests pre-arrival eMail information detailing physical barriers. If you have any further enquiries please do not hesitate in contacting us.

For assistance prior to arrival, please contact us either by telephone (01708 918 470) or eMail (venuehire@crem.kitchen).

We are situated in the village of Romford approx 1.1 miles from Romford Station and 0.9 miles from Gidea Park station.

Upon Arrival

We have access to public car park at Harrow Lodge Park providing spaces for over 30 vehicles All guests are asked to use the main entrance of the restaurant.

Main Entrance

The Restaurant entrance is accessed by stone paved stairs which graduates upwards directly towards the building. There is seating to the left after entering the common areas of the building. Registration takes place at our reception desk. One of our team will offer assistance on completing your registration card, if required. On check in, reception staff are required to note down the information of any disabled guests who require assistance in case of evacuation.

A separate entrance through Raphael's park is available for wheelchair access which is through a stone paved graded surface.

On arrival

The bar restaurant has wooden flooring. The landing area and common areas are all vinyl flooring. Please ask for assistance prior to check in if required.

Public areas – general

Council offices are situated in the building and public areas are available for use by residents of the community. by

Menus are available in large print and staff will take you through the menu and choices for the meal. We are able to cater for varying dietary needs, please advise staff on booking. Guests with nut allergies should be aware we do use nuts in the kitchen.

Background music is played throughout the CREM Kitchen; however noise levels can be lowered.

Access to the public disabled toilet is via the public area.

Specific requirement food and medicine can be stored in the kitchen fridges.

Additional information

If you require any assistance during your stay please do speak to a member of staff.

We have a set evacuation procedure. A member of staff will come to you and assist with your evacuation either out of the building or to a safe refuge.

Our staff have regular emergency training which includes disability awareness training. The CREM Kitchen is a non-smoking establishment.