

Accessibility Statement

Please read this Accessibility Statement carefully before visiting our properties.


Who We Are and How to Contact Us


We are a family-run, independent hotel:

The Diplomat Hotel, Restaurant & Spa

Felinfoel, Llanelli, Carmarthenshire, SA15 3PJ

Contact us:

 Email: reservations@diplomat-hotel-wales.com

 Telephone: 01554 756156 (Reservations Team)

Accessibility Policy

The Diplomat Hotel is committed to providing a welcoming, inclusive environment for all guests. Whether you're staying with us, attending an event, joining a private function, or simply dropping in for a drink, everyone is treated fairly and respectfully.

We aim to meet all current legal accessibility requirements and strive to ensure all guests can enjoy our facilities with dignity and independence. Our team is always on hand to assist where needed—please don't hesitate to reach out.

Before You Arrive

- **By Train:** The nearest station is **Llanelli Railway Station**, approximately 10 minutes away by taxi. Taxis can drop off directly outside the hotel's main entrance. Staff are available to assist guests from vehicles if required.
 - **By Car:** We offer limited parking spaces near the main entrance (top car park), and a larger car park is available at a lower level on the property.
 - **Booking Support:** We strongly encourage guests to inform our reservations team of any specific accessibility requirements when booking to ensure we can provide the best possible experience.
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The Diplomat Hotel – Access Information

Accessing the Main Building

- A lift located at the side of the main entrance allows guests using wheelchairs or mobility aids to bypass steps and access the reception area.
- A lift inside the hotel provides access to all other floors.

Bar and Function Room Accessibility

- The **restaurant, lounge, bar, and function suites** are all located on the **ground floor** and are **fully accessible**.

Bedroom Accessibility

- We have a **fully adapted accessible bedroom** located on the **ground floor** of the main building.
 - The room includes:
 - Accessible bathroom
 - Walk-in shower
 - Wall-mounted shower seat
 - Grab rails
 - Telephone in bathroom
 - Portable shower chair (available on request)
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Guest Support Services

- Our staff can assist with **luggage, reservations, and local recommendations**.
 - Our **kitchen team** is happy to accommodate guests with **allergies, intolerances, or dietary requirements**—please notify us at booking or upon arrival.
 - We are a **family-friendly hotel**:
 - Additional beds can be provided in larger rooms for children.
 - Highchairs are available in dining areas.
 - The **reception team is available 24/7** to assist guests with any request, big or small.
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The Coach House – Accessibility Information

- Due to the layout and structure of the building, **rooms in the Coach House are regrettably not accessible** to those with mobility needs.
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Additional Information

- In the event of an emergency, our **fire alarm system** emits a **continuous ringing sound**.
- Guests who are **deaf or hard of hearing** should inform reception at check-in so that the **Duty Manager** can personally assist with safe evacuation if needed.