THE
SWAN
ON THE GREEN



Access Statement

The Swan on the Green is a community-owned pub and restaurant situated on The Green in West Peckham, Kent.

We aim to make The Swan welcoming and accessible to as many visitors as reasonably possible. We recognise that accessibility requirements vary from person to person, and we encourage guests to contact us in advance if they have particular requirements or would like to discuss access before visiting.

This Access Statement provides information about the facilities and access arrangements currently available at The Swan. We welcome feedback from our customers and will continue to review opportunities to improve accessibility.

Address:
The Swan on the Green
The Green
West Peckham
Maidstone
Kent
ME18 5JW

Telephone: 01622 812000
bookings@swan-on-the-green.co.uk

1. Arrival and Location

The Swan is located in West Peckham. The pub is situated in a rural village setting and the surrounding environment includes traditional village roads, paths and outdoor surfaces.

The pub is at the heart of the village and is situated close to the village church. The nearest bus services are approximately one mile from the pub, so visitors relying on public transport should take this into consideration when planning their journey.

Visitors who have mobility difficulties or require assistance on arrival are encouraged to contact us in advance so that we can discuss their requirements and identify how we may be able to assist.

Access Statement (Cont)

2. Car Parking

Parking is available at the Swan the pub has its own dedicated car park.

Parking can become busy, particularly at popular times and during events. There are designated accessible/Blue Badge parking spaces denoted by the signs on the fences in the Swan's car park.

Visitors with mobility difficulties or Blue Badge holders who require a parking space close to the entrance are encouraged to contact the pub before arrival. Where possible, our team will advise on the most suitable place to park and provide assistance.

The parking and external areas are not necessarily level or uniform throughout, however, from the car park to the rear of the Swan there is a new level all access pathway leading to the rear of the resturant. If visitors choose to use the front entrances of the Swan they should take care when moving between the car parking area, the village green and the pub front entrance.

3. Entrance

The Swan is an historic building and, as a result, access reflects the character and construction of the property.

Front Entrance
The front entrance has a small step. Once inside the pub, the main floor area is level.

Back Entrance all access
Visitors using wheelchairs or mobility aids may therefore find access easier through the car park entrance where there is an all access pathway leading to the restaurant. Guests who are unsure which entrance to use are welcome to contact us in advance or ask a member of staff for assistance.

Staff will provide reasonable assistance with entering the building where this is safe and practical to do so.

Access Statement (Cont)

4. Mobility Access

The main customer areas of the pub have a level floor once inside.

The interior includes wooden flooring and traditional features associated with the historic character of the building. Tables and chairs are available in the restaurant and pub areas.

Our team can assist customers in finding suitable seating and where reasonably possible, can make adjustments to seating arrangements to accommodate individual requirements.

Customers using wheelchairs, walking frames, sticks or other mobility aids are welcome to discuss their requirements with staff.

5. Wheelchair Users

The main internal floor is level once inside, which provides relatively straightforward movement around the principal customer areas.

We are happy to discuss access requirements before a visit and to provide practical assistance where we can.

If a wheelchair user requires a particular table location or additional space, we recommend mentioning this when making a booking.

6. Toilets

Toilet facilities are available within the pub.

There is a dedicated accessible toilet and baby changing area at the Swan.

If you have particular requirements, please contact us before visiting and we will provide any further information we have available.

Access Statement (Cont)



7. Hearing Access

We aim to provide a welcoming environment for visitors who are deaf or hard of hearing. Staff are happy to:

- Speak clearly and face the customer when communicating.
- Repeat or clarify information where required.
- Provide written information where reasonably possible.
- Assist customers with questions about menus, bookings and facilities.

Customers who have particular communication requirements are encouraged to let staff know so that we can provide appropriate assistance.

We do not currently advertise a dedicated hearing loop system, so visitors who rely on such equipment should contact us in advance to discuss their requirements.

8. Visual Access

We welcome visitors with visual impairments.

Staff are available to assist with:

- Finding the entrance and seating area.
- Navigating around the pub.
- Reading or explaining menu information.
- Identifying facilities.
- Providing verbal descriptions of information where required.

Customers with visual impairments are encouraged to let a member of staff know if they require assistance.

Assistance dogs are welcome at the pub.

The pub is an historic building with traditional features, furniture and changes in surface and lighting that may be relevant to visitors with visual impairments.

Visitors are encouraged to take appropriate care when moving around the premises.

Access Statement (Cont)



9. Cognitive and Neurodiverse Access

We recognise that some visitors may have cognitive, neurological or sensory requirements. Where possible, our staff can provide additional time and assistance to visitors who need information explained or repeated.

Visitors are welcome to contact us before their visit if they would benefit from discussing:

- A quieter time to visit.
- Seating preferences.
- The layout of the pub.
- Expected levels of noise or activity.
- Particular communication requirements.
- Any other reasonable adjustments that may help them enjoy their visit.

The Swan is a working pub and restaurant and noise levels can vary depending on the time of day, number of customers and events taking place. Visitors who prefer a quieter environment may wish to contact us in advance.

10. Seating and Dining

The Swan provides both pub and dining areas with tables and chairs.

Where practical, staff can assist customers with choosing a suitable table and can make reasonable adjustments to seating arrangements.

Customers with mobility, sensory or other access requirements are encouraged to mention their needs when making a reservation so that we can do our best to accommodate them.

Menus and food information can be discussed with staff. Customers with allergies or specific dietary requirements should inform the team before ordering.

Access Statement (Cont)



11. Outdoor Areas

The Swan benefits from its location alongside the village green, with outdoor tables and benches available.

Outdoor surfaces and the village green are not necessarily level or suitable for all mobility aids, particularly in wet weather.

Customers using wheelchairs, walking aids or mobility scooters should take care when using the outdoor areas.

Staff can provide assistance where reasonably possible.

12. Assistance Dogs

Assistance dogs are welcome.

All dogs are requested to remain on a lead while at The Swan.

If an assistance dog has particular requirements, please let a member of staff know so that we can provide appropriate assistance.

13. Fire Safety and Emergency Evacuation

The Swan maintains fire safety procedures appropriate to the premises and staff are responsible for assisting customers in the event of an emergency.

On discovering a fire or hearing the fire alarm, customers should follow staff instructions and leave the building using the designated emergency exit routes.

Visitors who may require assistance to evacuate, including people with mobility, visual, hearing or cognitive impairments, are encouraged to inform a member of staff on arrival where they feel this would be helpful.

Staff will provide reasonable assistance during an evacuation, taking account of the individual's circumstances and the nature of the emergency.

Emergency procedures and exit routes are subject to the operational requirements and fire risk assessment for the premises.

Access Statement (Cont)

14. Staff Assistance

Our staff are available to provide reasonable assistance to visitors wherever it is safe and practical to do so.

This may include:

- Assisting with arrival and finding the appropriate entrance.
- Helping customers find suitable seating.
- Providing information about facilities.
- Assisting with communication.
- Reading or explaining information.
- Helping customers navigate the premises.
- Providing assistance during an emergency evacuation.

We encourage visitors to tell us about their requirements in advance wherever possible. This allows us to make suitable arrangements and provide the best possible experience.

15. Pre-Arrival Information

Visitors who would like to discuss accessibility before visiting can contact The Swan directly. We are happy to discuss individual requirements and provide further information where available.

Telephone: 01622 812000
Email: bookings@swan-on-the-green.co.uk

When contacting us, visitors may find it helpful to explain any particular requirements relating to mobility, hearing, sight, communication, sensory needs, seating or emergency assistance.

Access Statement (Cont)

16. Accessibility Feedback

We welcome feedback from our visitors about accessibility.

If you encounter an accessibility issue during your visit, please speak to a member of staff or contact us afterwards. Feedback helps us identify areas where we can improve the experience for visitors and the wider community.

We will review this Access Statement periodically and update it when facilities, procedures or access arrangements change.

Last reviewed: October 2026
The Swan on the Green
The Green,
West Peckham,
Maidstone,
Kent,
ME18 5JW

01622 812000
bookings@swan-on-the-green.co.uk