

- Continue to walk along Queen Street until you come to the Clock Tower, here you will need to turn left onto Richmond Road. We are located about half way along Richmond Road on the left hand side.

By Train

Exeter St Davids

We are located an approximate 10 minute walk from Exeter St Davids Railway Station.

- On leaving the station, walk straight across the road. You will see a notice directing you to the City Centre; follow this pathway which will take you to St Davids Hill.
- At the top of the pathway turn right onto St Davids Hill and continue up the hill until you come to a mini roundabout. At the roundabout take the right hand road and continue along St Davids Hill for approximately 2 - 3 minutes.
- You will see a launderette on your left hand side on the corner of Richmond Road. Turn left onto Richmond Road and you will see Silversprings located about half way along Richmond Road on the right hand side.

Please Note: St Davids Hill is very steep and if you have difficulty walking, or will have heavy bags to carry, you may prefer to take a taxi.

There is a 24 hour taxi rank located at Exeter St Davids Railway Station. The journey will take approximately 2 -3 minutes and cost in the region of £4.00. Once at Silversprings, it is just a short level walk into the City Centre.

Exeter Central

Silversprings is located approximately 5 -7 minute level walk from Exeter Central Railway Station.

- On leaving the station, turn right onto Queen Street and continue to walk along Queen Street until you come to the Clock Tower. Here you will need to turn left onto Richmond Road.
- We are located about half way along Richmond Road on the left hand side.

If you have heavy bags you may prefer to take a taxi. The journey will cost approximately £3.00 and will just take a couple of minutes. Please note there is not a designated taxi rank at the station so you may have to book a taxi in advance.

From Exeter Airport

Silversprings is located an approximate 20 minute car journey from Exeter Airport, depending upon traffic. Please follow the directions from the A30 from the East as detailed below. If you take a taxi the cost will be in the region of £15.00.

There is also a bus service that runs into Exeter. The service numbers are Service 56 and Service 379. For further information and the times of the services please visit the operator's website:

www.stagecoachbus.com/devon/timetables

Alternatively, there is an airport TaxiBus Service which is the the airport based taxi company and operates a TaxiBus to Exeter St. Davids Railway Station and the Coach Station on demand between the 56 and 379 services. A minimum of 3 people are required for this service, (£5 per person). Taxi rates apply at other times.

From the M5

- Leave the M5 at Junction 29, then merge onto unnamed road (signposted Honiton, Exeter).
- At traffic lights turn right onto Honiton Road - B3183 (signposted Exeter).
- Keep in the left hand lanes, then at the traffic lights continue forward onto Honiton Road - A3015 and continue along the A3015 entering Exeter.
- At Moor Lane roundabout, take the 2nd exit onto Honiton Road - A3015 (signposted City Centre).
- At the next roundabout, take the second exit onto Honiton Road - B3183 (signposted City Centre). Bear left and at the traffic lights, turn right onto Sidmouth Road.
- At the next set of traffic lights, continue forward onto Fore Street - B3183 (signposted RD & E Hospital and City Centre).
- At the roundabout, take the 2nd exit onto Paris Street - B3183 (signposted Civic Centre).
- At the traffic lights, continue forward onto Paris Street - B3183 (signposted Tiverton).
- At next set of traffic lights, continue onto New North Road until you come to a mini roundabout. Bear left and continue along New North Road B3183 (signposted Crediton).
- At the Clock Tower roundabout, take the 3rd exit onto New North Road - B3183 (signposted Crediton).
- At the traffic lights, turn left onto Hele Road (signposted Plymouth A38, St Davids Station). Then turn immediately left in front of St Davids Church into Queens Terrace, then first right into Bystock Terrace and right again into Richmond Road.
- Silversprings is situated immediately on your left.

From A30 and A303 from the East (Honiton)

Follow the directions as detailed from the M5

From A30 and A38 from the West (South Devon and Cornwall)

- From the A30 at the Alphington Junction, branch left (signposted Exeter), then at the roundabout take the first exit onto the A377 (signposted Exeter).
- Bear left onto the A377. Continue along the A377 and at the Alphington Street roundabout take the 3rd exit onto Bonhay Road (signposted Crediton).
- Continue along Bonhay Road past Exeter St Davids Trains Station which will be on your left until you come to a mini roundabout.

- Turn right onto St Davids Hill (signposted City Centre). Continue up St Davids Hill to a mini roundabout and bear left onto Hele Road.
- After a short distance you will see St Davids Church on your right hand side, turn right in front of the church into Queens Terrace, then first right into Bystock Terrace and right again into Richmond Road.
- Silversprings is situated immediately on your left.

If at anytime you should experience any difficulties finding us, please do not hesitate to contact us for assistance on +44 (0) 1392 49 40 40.

Arrival & Car Parking Facilities

On arrival at Silversprings please walk into the main entrance. Situated on the left hand-side of the front door is a security intercom system. Please press the white button. A member of staff will press the release key and you will hear a loud buzzing noise. You are now able to push the door open walk into the hotel. A member of staff will come and greet you.

The member of staff will check you into the hotel show you to your room and assist you with your luggage. You will then be shown to our parking area which is located at the rear of the building.

Car parking at Silversprings is free but there is limited availability and for this reason we ask that you request a parking space when making your booking.

Please note there are no marked bays in our car park and we ask that you park sensibly and with consideration for other guests and their vehicles. A member of staff will assist you when parking your car.

The car park is level and flat with a smooth tarmac surface. However, when accessing the hotel from the car park you will need to walk through our patio garden which has two small steps and then into the rear of the hotel. Please note you will then be on the lower ground floor and depending on which bedroom you have been allocated will have a number of flights of stairs to negotiate.

Unfortunately, due to the age and style of the building in is not possible for us to install a lift.

We recommend that all guests bring their luggage into the hotel via the front entrance. A member of staff will be available to assist you with this.

For guests with mobility difficulties we do have ground floor bedrooms available, please ask a member of staff for more information.

Guests are welcome to use the car park during their stay and will be asked to display clearly a valid parking permit, which will be issued on check-in.

Access to the car park via the hotel is possible during the hours of 7.30 am and 9.00 pm each day. Outside of these times you must walk around the outside of the hotel and down the private side road. Please note that this road is not owned by the hotel although we do have a right of access over it. The road surface is uneven and we ask you to take care when walking to and fro from the car park. We are currently in discussions with the owners of the road to have it resurfaced and to improve its general condition.

Silversprings car park is well signed and during the night is well illuminated and monitored by CCTV

Main Entrance & Reception

The main entrance of the hotel is level and flat. The front door to the hotel is secured open between the hours of 7 am and 10 pm and then is locked each evening. Arrivals after this time are by prior arrangement only. Guests staying at the hotel will be issued with a key to both their bedroom and the main front door.

To enter the hotel you must come into the entrance lobby and through an internal glazed door which is locked. Situated on the left hand-side of this door is a security intercom system. Please press the white button. A member of staff will press the release key and you will hear a loud buzzing noise. You are now able to push the door open walk into the hotel. A member of staff will come and greet you.

The door entrance is 80 cm wide with a grab handle on either side. The door also has a self-closure system attached to it. In addition there is a hook to secure the door open if required.

The width of the hallway is approximately 86 cm.

The main entrance and all of the public floor areas are carpeted.

Reception is located on the lower ground floor. To access the lower ground floor you must walk along the corridor and down a flight of stairs. Please be aware that the stairs are steep and narrow but handrails are provided for your assistance. The width of this stairway is approximately 60 cm and there are twelve steps. The steps are 20 cm high, 24 cm deep and 60 cm wide. Please be aware the last step as you are coming or the first step as you are going up is only 6 cm high.

Please be aware that the ceiling as you come down the stairs to access the Reception, Lounge and Dining, is low. Notices are placed to advise you of this.

It is not necessary to come to the Reception on check in as a member of staff will come and greet you. You will also be able to contact the Reception via the telephone in your room. Of course if you wish you may come to Reception and speak to a member of staff at anytime.

Our Reception is open during the hours of 7.00 am and 10 pm each day. Outside of these hours we have displayed in your room our night security emergency number.

The main front door of the hotel is locked each evening at 10 pm. Arrivals after this time are by prior arrangement only. Guests staying at the hotel will be issued with a key to both their bedroom and the main front door.

Public Areas - General (Internal)

The Reception, Lounge and Dining Room are all located on the lower ground floor.

To access the lower ground floor you must walk along the corridor and down a flight of stairs. Please be aware that the stairs are steep and narrow but handrails are provided for your assistance. The width of this stairway is approximately 60 cm and there are twelve steps. The steps are 20 cm high, 24 cm deep and 60 cm wide. Please be aware the last step as you are coming or the first step as you are going up is only 6 cm high.

Also please be aware that the ceiling as you come down the stairs to access the Reception, Lounge and Dining, is low. Notices are placed to advise you of this.

Background music is played in the lounge area.

The corridors have a good colour contrast and are well lit. The lighting in the corridors remains permanently on.

Public Areas - WC

There is a WC available on the lower ground floor.

Dining Room

The Dining Room is located on the lower ground floor.

To access the lower ground floor you must walk along the corridor and down a flight of stairs. Please be aware that the stairs are steep and narrow but handrails are provided for your assistance. The width of this stairway is approximately 60 cm and there are twelve steps. The steps are 20 cm high, 24 cm deep and 60 cm wide. Please be aware the last step as you are coming or the first step as you are going up is only 6 cm high.

Also please be aware that the ceiling as you come down the stairs to access the Reception, Lounge and Dining, is low. Notices are placed to advise you of this.

There are no steps into the Dining Room from the Lounge area.

Breakfast is served in the Dining Room between the hours of 7.30 am and 9.00 am each day.

For guests who find it difficult to access the dining room, we are happy to provide complimentary room service for breakfast and beverages.

The furniture is flexible and can be moved to accommodate.

All the chairs are without arms.

Tables have an under-space of 68 cm, by 62 cm wide and a height of 73 cm.

The Dining Room floor is fully tiled

Menus can be provided in large print and Braille by prior arrangement.

We cater for Vegetarians and Vegans and with prior arrangement other special dietary requirements

Background music is played during breakfast in the dining room.

Laundry

There is a laundry service available at Silversprings. A laundry bag and tariff is provided in the dressing table drawer in each bedroom.

Leisure Facilities

Not Available

Grounds and Gardens

We have a small outdoor patio area. Access to the patio area is via the Dining Room on the lower ground floor. There is one small step to first smaller patio area and then another two steps to the main patio area.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

Not Available

Bedrooms

We have ten bedrooms in total. Three of which are located on the ground floor.

Additional Information

Silversprings has a No Smoking Policy in the building. We do allow smoking outside on in the patio garden and ashtrays can be provided.

Assistance dogs are welcomed

We are able to provide small fridges in the bedrooms which can be used for medication/food and we can put larger items in our main fridge on request. Access to these items is available between 7.30 am and 10 pm.

Complimentary Wi-Fi internet access is available throughout the building. We also offer the free use of a computer.

Emergency Information

In the event of an emergency we are able to use both the front and back entrances to the building. In the event of a fire a bell will ring continuously if evacuation is needed. If you require assistance during evacuation please notify us on arrival and we will ensure you are evacuated safely. e.g. hearing impairment

Contact Information

In writing to: Silversprings
12 Richmond Road
St Davids
EXETER
EX4 4JA

By email: reservations@silversprings.co.uk

Via our website: www.silversprings.co.uk

By telephone or fax: 00 44 (0)1392 494040

We are available to answer any questions you may have between the hours of 9.00 am and 9.00 pm each day, Monday to Sunday.

Future Plans

We are undergoing a full review of accessibility of our ground floor rooms and if possible to have them redesigned for wheelchair access.

We welcome your feedback to help us continuously improve if you have any comments please phone 00 44 (0) 1392 494040 or email resevations@silversprings.co.uk

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