Access statement for Holly Lodge Guest House

Introduction

We aim to cater for the needs of all our visitors in our home based nine bed roomed guest accommodation. The following statement is a summary of our provision. If you have any specific questions, please feel free to call us and we will endeavour to help.

Pre-arrival.

- There is a bus stop 50 m. from our front door and there is a frequent bus service(timetables are provided in all guest bedrooms)
- The main train station is 10 minutes by foot and 5 minutes by taxi.
- There is a local taxi service that has accessible taxis if required. We can make a booking for you.
- Menus can be provided in large print on request.
- We have a comprehensive website.
- You can contact us via phone, text, fax or email.(details below)

Arrival and car parking facilities

- On arrival to the property there is a wide entrance.
- Parking bays are marked and there is room for 7 cars.
- The surface is level and tarmaced.
- We assist all guests with their luggage.
- The village of Windermere is a few minutes walk from the building.

Main entrance and reception

- The entrance to the front porch is 83cm wide with a step 10cm high into the porch.
- The front door is 90cm wide with a concrete step of 20cm height.
- The front door is always locked, but all guests are given a front door key, the aperture for which is 144cm from the ground.
- The front door also has a handle 84cm from the ground.
- On entry to the guest house there is a hallway 1.82x 10m.
- There is a guest lounge with seating to the left.
- Short pile, good quality carpet is fitted throughout the guest house.

Public areas.

- The spacious guest lounge is on the ground floor with 370x370cm route around the room and an open fire with guard. The door is 76cm wide.
- The breakfast room is on the ground floor, with an entrance of 76cm wide and no steps.
- Furniture is flexible and can be moved on request.
- Tables have under space of 64cm high by 60cm wide and height of 76cm with legs on each corner. The chairs are without arms. The chairs can be moved to accommodate.
- Two high chairs are available no request.
- Menus are provided in small print. A large print version is available on request.
- We do not play background music in any area of the guest accommodation.

Laundry

• Not available. However there is one in the village open from 9.00am each morning except Sunday

Shop

Not available.

Leisure facilities.

• Not available.

Outdoor facilities

• Not available.

Conference / meeting rooms / banqueting / clubs / entertainment.

Not available.

Baths

Not available

Bedrooms

There are 9 en-suite bedrooms, five on the first floor, four on the second floor.

There are no bedrooms rooms on the ground floor.

All bedrooms doors are fitted with a spring device for safety reasons, in the event of fire.

There are 12 stairs leading to the first floor landing. Each step is 15cm high, 27cm deep and 86cm wide.

Fire door to the landing is 80cm.wide.

Two more steps lead to:

Room 7 A family room with two rooms within one with connecting door and ensuite facilities. This room sleeps four only (one double and two single beds)

- The landing here is 1.32x5.0m, and has a door leading to the fire escape.
- The door to Room 7 is 74cm wide.
- There is at least 134cm route around with 74cm either side of the beds. The beds are 38cm high. All furniture is moveable on request.
- There are two standard televisions , one in each room. One has a remote control.
- The armchair is 42cm high with a cushion.
- The bathroom has a door 66cm wide, with a floor space of 160x94cm.
- The shower cubicle ledge is 18cm high, and the cubicle is 95x76cm.
- The basin is large with a curved edge and stands 80cm high.
- The toilet is 46cm high with 40 cm either side.

Four more steps lead to the other first floor rooms. This landing is 0.96x5m.

Room 1 Single en-suite(single bed)

- Entrance door is 70cm wide, with routes around the room of 260cm, with 105cm either side of bed.
- The bed is 54cm high.
- The television has Teletext with a remote control.
- The armchair is 42cm high with cushion.
- The door to the bathroom is 58cm wide, with floor space of 115x64cm.
- The shower cubicle ledge is 15cm high, the cubicle is 116x74cm.
- The basin is small, and is 82 cm high.
- The toilet is 44cm high with spaces of 68cm and 14cm either side.

Room 2 (double bed and single bed)

- The entrance door is 80cm wide, with routes around the room of 554x458cm, with 50cm either side of the bed. The single bed is against a wall one side. The bed height is 56cm.
- The television is standard with remote control.
- Armchairs (two) are 42cm high with cushions.
- The width of the bathroom door is 58cm, with a floor space of 144x110cm.
- The shower cubicle ledge is 15cm high, and the cubicle is 115x76cm.
- The basin is large with a height of 84cm.
- The toilet is 46cm high, with space on either side of 24cm and 88cm.

Room 3 (family room with one double and two single beds, maximum of 4 persons.

- The entrance door is 80cm wide, with 80x100cm route around room, and 50 cm either side of beds. One single bed has one side against the wall. Each bed is 56cm high.
- The television has DVD and Teletext and remote control.
- The armchair is 42cm high with cushion.
- The bathroom door is 60cm wide, with bathroom floor space of 96x156cm. The shower cubicle ledge is 15cm high, and the cubicle is 97x76cm.
- The basin is medium size, standing 82cm from the floor.
- The toilet is 44cm high with 34cm space either side.

Room 4 (double)

- The entrance door is 70cm wide, with 134x266cm routes around room, and 134cm either side of bed. The bed is 66cm high.
- The television is standard with remote control.
- The armchair is 42cm high with cushion.
- The bathroom door is 58cm wide, with floor space of 154x164cm. The shower cubicle ledge is 14cm high, and the cubicle tray is 76x76cm. the basin is large and is 82cm high.
- The toilet is 45cm high with 20cm space either side.

Spiral, wooden, carpeted stairs lead to the second floor. There are 11 steps, each 22cm high and 70cm wide. The doorway to the second floor is 60cm wide. The landing is 86x520cm.

Please note: the beam in all second floor rooms is 169cm from the floor.

Room 5 (double room)

- The entrance door is 68cm wide, with route around the room of 370x320cm, and 70cm either side of the bed. The bed is 60cm high.
- The television has Teletext and remote control.
- The armchair is 42cm high with cushion.
- The bathroom door is 72cm wide, with floor space of 188x220cm.
- The ledge of the shower cubicle is 26cm high, with cubicle 74x74cm.
- The basin is medium size, standing 78cm from the floor.
- The toilet is 46cm high with 30cm space either side.

Room 6 (family room, one double, one single bed)

- The entrance door is 70cm wide, with routes around the room0f 510x360cm, and space either side of bed of 54cm+. the single bed has one side against the wall. The bed height is 54cm.
- The television has Teletext and remote control.
- The armchairs (two) have a seat height of 46cm with cushion.

- The bathroom door is 72cm wide, with floor space of 188x220cm.
- The ledge of the shower cubicle is 26cm high, and the cubicle is 74x74cm.
- The basin is medium size ,standing 78cm high.
- The toilet is 46cm high with space of 30cm either side.

Room 8 (king size bed)

- The entrance door is 72cm wide, with routes around the room of 418x418cm, and 58cm either side of the bed. The bed height is 72cm.
- The television is standard with remote control.
- The armchairs (two) are 42cm high with cushion.
- The bathroom door is 60cm wide, with floor space of 158x 80cm.
- The shower cubicle ledge is 22cm high and the cubicle is 116 x 76cm.
- The basin is medium size, and is 82cm high.
- The toilet is 42cm high with 34cm space either side.

Room 9 (double)

- Door width is 72cm. this door has an electronic release system on sounding of the fire alarm, as this room leads to the top floor fire exit. The fire door has a bar release and leads to the fire escape.
- Routes around the room are 422x200cm, 65cm either side of the bed. The bed height is 58cm.
- The television is standard with remote control.
- The armchair is 42cm high with cushion.
- The bathroom door is 60cm wide, with floor space of 144x75cm.
- The shower cubicle ledge is 14cm high, with the cubicle 76x76cm.
- The basin is large and is 82 cm from the floor.
- The toilet is 45cm high, 18cm either side.

Grounds and gardens.

- We have a small private garden at the rear of the property. However, there
 are two wooden benches at the front of the building for the use of guests,
 with a small garden, with wrought iron gate.
- There is a local park 300m from the guest accommodation.

Additional information

- Assistance dogs only, welcome.
- Mobile phone reception is variable, as is television reception at present.
- We are able to use front door and back doors for evacuation. Plus fire exits on the first and second floor, as described earlier. We have a regularly serviced fire alarm and emergency lighting system fitted and fire extinguishers at appropriate points. Instructions on evacuating the building are printed on the back of every guest bedroom door. There is an information booklet in every room, which we encourage guests to read on arrival. If you require more assistance for evacuating the building, please notify us on arrival.
- We are happy to take delivery of hired equipment(with prior notice)
- We are completely non-smoking.
- We can supply one very small fridge on request for use in a bedroom for storing medication or baby food.
- We will store larger items in our main fridge, But please note this may not be available 24hours.

Contact information

• Address: Holly Lodge Guest House, 6, College Road, Windermere. LA23 1BX

Telephone: 01539443873
Fax: 01539443873
Text: 07774967805

• Email: enquiries@hollylodge20.co.uk

• Website : www.hollylodge20.co.uk

• <u>Hours of operation</u>: Open all year except Christmas. Hours flexible to business. The quest house is our home so is occupied 24hours.

Mainline telephone answered 8.00am – 10.30pm. This phone is for guests use, ONLY in an emergency.

Local carers:South Lakeland Carers01539732937Local equipment hire:Prestige mobility08007816127Local transport:Buses:08712002223Trains:08457484950

Local accessible taxi: 01539444144

Future plans

• Fire alarm system to be updated in accordance with the latest regulations, and under the instructions of Cumbria Fire Service. .June 2008

We welcome your feedback. Please phone 01539443873 or email: enquiries@hollylodge20.co.uk.

Created 11/03/2008