

Access Statement For Dunvegan Guest House

Introduction

We are a family run business and aim to cater for the needs of all visitors in our home based 4 bedroom bed and breakfast 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 endeavor to help.

We currently have a local authority fire certificate.

We are rated by Quality in tourism as a 4 star establishment.

Pre-Arrival

- the main train station is approximately 15 minutes walk from the house.
- There are local taxi services with accessible taxis for the disabled, if required we can book one for you.
- There are frequent bus services from the bottom of the street to all parts of the Lakes.
- We have an interactive website with online booking facilities.
- You can contact us by phone or email.

Arrival & Car Parking Facilities

There is a bell outside the front door to gain initial access

- we have a small car park to the rear of the house with room for all cars. It is secure at night. The car park is well lit during darkness hours.

- The bays are marked out to assist in parking.
- The surface is sloping and made up of tar macadam
- Park your car then walk round to the front door entrance.

- The village is a few minutes walk from the house

Approximately 200 meters from the house there is a public pay and display car park with bays marked out for the disabled.

Main Entrance & Reception

- the front door is usually locked however all rooms have their own

keys for gaining access.

- The front door has one step of 13cm high bringing it level with the hall floor, the width of the step is 82cm and the door is side hung.
- The door is 82cm wide to allow easy access.
- The main hallway length before the stairs begin is 5metres long and 100cm wide. The floor is also level throughout its length. The floor covering is short pile carpet.
- In the hallway are registration forms for visitors to fill in and a pen is on the desk for that use.
- A daytime mobile number to contact the owners is on display in the hallway and also instructions for night time communication if needed.
- There are 2 doors leading from the reception area, one to the breakfast room and the other to the owner's accommodation which is mostly private.
- Located in the main hallway and also the upstairs landing are fire extinguishers and signage appertaining to them.
- All rooms have heat detectors (fire) and in strategic places on the landings are smoke detectors. The rooms have signage instructions for emergency evacuation procedures.

Public Areas - General (Internal)

- the breakfast room is on the ground floor.
- From the ground floor to the first floor where there are 3 of the bedrooms are 12 stairs with a side handrail, the stairs are 18cm high, 10cm deep and 84cm wide, followed by another landing and stairs leading to the second floor bedroom with side handrail also, the stairs are again 18cm high, 10cm deep and 84cm wide.
- Our corridors are tastefully decorated and are well lit.
- the floor covering on all landings and stairs is short pile carpet.
- Dog water bowl and food bowl are available on request.
- There are emergency procedure signs and instructions displayed in the hallway and also in all bedrooms.
- There is a public telephone in the hallway.

Public Areas - WC

- Bedrooms are all en suite therefore no public WC is available

Breakfast Room,

- Breakfast is served in the ground floor breakfast room, there are no steps.
- Furniture is flexible and can be moved around on request to accommodate larger families. The chairs are without arms and the table widths are 92cm with the leg height at 71cm and also under the table to the floor there is 63cm of room.
- Waitress service is provided for breakfast which is full English however other alternatives, vegetarian etc, can be provided on request.
- Short pile carpet on the breakfast room floor.
- The full English breakfast menu is displayed on the table.
- All of our tables have their own toasters to allow the client to have hot toast when required.
- Tea and coffee is plentiful if needed.

Laundry

- Washing and drying in extreme circumstances can be done at the bed and breakfast owners discretion. It is not for general use.

Leisure Facilities

- the bed and breakfast has many brochures on hand for the client to choose from for leisure activities and other activities whilst on holiday.
- Most of the leisure activities have disabled access but not all. We can book tours for you and you will be collected and returned to Dunvegan after your tour by mini bus.

Outdoor Facilities

- Brochures on display are available for the client.

Bedrooms

- There are 4 bedrooms 3 on the first floor and 1 on the second floor

- FIRST FLOOR SINGLE EN SUITE BEDROOM.
- This room has a three-quarter size double bed in it, the bed is 70cm from floor level, the room door width is 74cm.
- Remote controlled television
- Central heating with temperature controlled by the client.
- Tea and coffee making facilities.
- An arm chair in the room, wardrobe and chest of drawers, lighting is from the ceiling and table lamps.
- Good contrast in the room decor.
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- FIRST FLOOR DOUBLE EN SUITE ROOM (heat detector in the room)
- This room has the en suite in it and is entered by means of a separate door from within the bedroom , the bedroom doorway is 74cm wide and the bathroom doorway is 76cm wide.
- The Bedroom has one king size double bed with a bed height of 70cm from floor level.
- Bed side drawers.
- Television with remote control.
- Tea and coffee making facilities.
- Central heating with room temperature controlled by the client
- One wardrobe and one set of drawers also one arm chair, the floor covering is short pile carpet.
- Lighting is from the ceiling and table lamps.
- FIRST FLOOR EN SUITE DOUBLE / TWIN ROOM (heat detector in room)
- Door width is 74cm.
- this room can be used as a double bedded or a twin bedded room, the bed is a split and link.
- Bed height is 70cm from floor level.
- Bed side drawers
- Television with remote control.
- Central heating with room temperature controlled by the client
- One arm chair, one wardrobe, one set of drawers and tea and coffee making facilities are all in this room.
- The floor covering is short pile carpet.
- Lighting is from the ceiling and table lamps.
- SECOND FLOOR EN SUITE DOUBLE / TWIN / TRIPLE ROOM

(heat detector in room).

- This room has one double bed and one single bed in it and therefore may be used in any combination required.
- Bed heights are 70cm from floor level.
- The room facilities include;
- Bed side drawers.
- Television with remote control
- Central heating with room temperature controlled by the client
- Tea and coffee making facilities
- 1 arm chair, a fitted wardrobe and a chest of drawers.
- The floor covering is short pile carpet.
- Lighting is from the ceiling and table lamps.
- Tastefully decorated.

En Suite bathrooms

- FIRST FLOOR EN SUITE BATHROOM (single room) door width is 76cm opening inwards.
 - This room has a bath as well as a shower attachment over the bath.
 - The bath edge is 47cm high
 - the sink basin is round fronted and clear under space, It is 76cm high.
 - The toilet is 42cm high.
 - Floor is covered by non slip tiling.
 - All walls are fully tiled.
 - Shaver plug provided.
 - Lighting is by ceiling and above mirror light.
 - Central heating radiator installed in this en suite.
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- FIRST FLOOR DOUBLE EN SUITE BATHROOM (door width is 76 cm.) and opens outwards
 - the suite is entered from within the bedroom.
 - Shower cubicle edge / step up are 14 cm high
 - the sink basin is rounded with clear under space and is 76 cm high.
 - The toilet is 42cm high.
 - Shaver plug provided.
 - Floor covering is non slip vinyl with soft bath mats where appropriate.
 - Lighting is from the ceiling and also an above mirror light.
 - All walls are fully tiled.

- FIRST FLOOR DOUBLE / TWIN EN SUITE BATHROOM (door width is 76cm) and opens inwards
 - The suite is entered from within the bedroom.
 - The shower cubicle / edge is 14cm high.
 - The sink basin is rounded with clear under space and is 76cm high.
 - The toilet is 42cm high.
 - Shaver plug provided.
 - All walls fully tiled.
 - Floor covering is non slip tiles with soft bath mats in appropriate areas.
 - Lighting is from the ceiling and above mirror lights.
 - Towel rail.
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- SECOND FLOOR DOUBLE / TWIN / TRIPLE EN SUITE BATHROOM (door width is 76 cm)
 - the room is entered from within the bedroom through a separate door opening outwards.
 - The shower cubicle step up / edge is 14cm high.
 - The sink basin is rounded with clear under space and is 76cm high.
 - The toilet is 42cm high.
 - Shaver plug provided.
 - All walls fully tiled.
 - Towel rail included.
 - Floor covering is non slip tiles cover where appropriate with soft bath mats.
 - Lighting is by ceiling and above mirror lights.

Additional Information

- All rooms have clear signage explaining in detail what to do and where to go to in cases of fire such as assembly point locations and ways out of the house.
- Fire alarms are within ear shot of all rooms and are sounded by bells and sirens, emergency lighting is provided to show the ways out.
- The law in the UK from July 1st 2007 bans smoking in all public areas and therefore we operate a full non smoking policy.

- If any of our guests require using our fridge facilities for storing medication then we will help with their request.

Contact Information

- Address: Dunvegan Guest House
Broad Street
Windermere
Cumbria
England
LA23 2AB
- Telephone: +44 (0) 15394 43502
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- Email: bryan.twaddle@btinternet.com
- Website: www.dunveganguesthouse.co.uk
- Emergency number: 999 Police, Fire, Ambulance.
- Local accessible taxi numbers: Numbers are listed in the bed and breakfast.
- During daytime if needing to contact the owners and no one available then phone mobile number 07811606588.

Future Plans

- Double Glazing in 2007
- New emergency lighting in 2007

We welcome your feedback to help us continuously improve if you have any comments please phone 015394 43502 or email bryan.twaddle@btinternet.com