

## **Arandale Guest House - Access Statement**

Arandale is a three storey Victorian town house built in 1870. It has seven bedrooms and the guest accommodation is laid out on the 1st floor. Whilst we do everything we can to make your stay enjoyable we understand our facility's may not meet everyone's needs. We hope the following information will help you to make informed choices.

### **Location**

We are on the A6108 Scotch Corner to Richmond road. We are easy to find as this is the main road into Richmond. There is a large clear sign with our name on it on the wall next to the front door.

- The nearest train station is in Darlington approximately 12 miles away.
- The two nearest airports are Durham Tees Valley (18 miles) and Newcastle (53 miles).
- Several taxis operate in our area. We can make bookings in advance for you.
- We are on the main bus route to Darlington which is the closest for all your non-food shopping needs. The nearest bus stop is 70 yards from us.
- There is unrestricted parking to the front of the house.
- There is disc parking down the main street into the market place {Queens Road}.
- Nuns Close Car Park, a long stay car park, is approximately 350 yards on the flat from us. If you require help with your luggage from this distance just call us on your arrival and we will come and assist you.

### **Arrival**

Please advise us of your approximate time of arrival so we can ensure we are here to welcome you. Arandale's telephone is diverted to our mobile when we are out and about. Please call us if there is a change to your schedule.

You will be asked to complete a registration form to book in. To save you time after your journey this will be part filled in from information received at the time of booking.

A tea/coffee tray is offered on arrival to be taken in the guest lounge or in your bedroom.

Please feel free to use our telephone if you need to make a call on arrival.

You will be offered assistance with your luggage and shown to your room. Your host will show you how to work the T.V and point out the facility's available to you. You will find this and more in your information pack. (Please note, information is in large print).

### **Departure**

Your bill will be ready for you at breakfast on the day of your departure. If paying by cheque you may want to take your bill to your room to write it out, just ask at breakfast. Credit card payments are taken at reception.

Departure time is 10a.m. Please ask if you want help with your luggage not just down the stairs but to your car if you have any difficulties.

### **Main Entrance**

The house is elevated from the road with 10 fairly steep steps to the front door. There is a banister

to aid support. Access can be gained via the side of the house leading to a back door. This would be suitable for those with restricted mobility but not suitable for wheel chairs.

All outside areas are covered by security lighting and C.C.T.V. For your peace of mind. Please do not be alarmed as Richmond is a very safe place to live.

The front door leads to the main hall, please ring the bell. The hallway leads to the guests lounge, dining room, public toilet and rear gardens. You will find another two doors which are marked private one of them being the kitchen. The C.C.T.V. is in operation in all hallways.

### **Dining Room**

There are four tables that can seat up to four people. This offers very spacious dining for two people. A large Welsh Dresser holds the cereals, fruit juices etc. This part of breakfast is normally self-service but if this could cause difficulties for any guests then let us know. Once seated we will be only too pleased to serve all your breakfast at your table.

### **Specialist Diets**

Diabetic, Gluten Free, Low Fat, Low Salt diets can all be catered for but please let us know in advance. Vegan and Vegetarian Diets are catered for as a matter of course in the main menu and we do not need advanced notice of these. We have a small portable fridge on request for your room if you have refrigerated medications.

### **Lounge**

The sofas may be a little low for anyone who is restricted from sitting to standing. The arm chair provided is higher and should not be a problem. We have some high backed chairs around the house which can be provided on request.

This is a sunny quiet room with a selection of magazines, magnifying glasses are provided should you need them. There is a computer for public use between 7.30 am and 11 am for collecting and sending Emails. WiFi is provided for use on your own laptops.

### **Toilets**

There is a downstairs public toilet to the back of the hall just past the reception desk.

### **Rear Gardens**

The back door leading into the garden has one small step up to it and then leads straight on to decking. To the right of the back door is a step down from the decking to a concrete floor and seating. To the left of the back door is all decking. This is where the hot tub is located and further seating and a garden heater. The decking is well maintained and kept free of grease but still may be slippery when wet. The hot tub is free for all to enjoy but may not be suitable for some guests. There are two steep steps up to the side of the hot tub and you will need to be able to balance on one leg to climb in, not recommended if you're unsteady on your feet. If the hot tub is not for you it is a lovely garden to just sit and relax in. There is a designated smoking area.

### **Bedrooms**

The bedrooms are located on the 1st floor and are numbered. To access the 1st floor you need to

climb 11 steps to a small landing, the stairs turn on themselves and there are a further 6 steps to climb. The bedroom doors are very heavy with self-closers on them in case of fire. They require a little more strength than the average door to push open, care should be taken if unsteady on your feet as they could push you off balance.

### **Bathroom 1**

A roll top bath.

A double shower with a 4 inch step into it.

Sink

Toilet

Dressing Chair

Heated towel rail

### **Bathroom 2**

A double shower with a 4 inch step into it.

Sink

Toilet

Heated towel rail

### **Bathroom 3**

A double shower with a 4 inch step into it.

Sink

Toilet

Heated towel rail

All en-suites are provided with a non-slip mat for use in the bath or showers. You will find them in your bathroom rolled and tied for easy storage when not in use.

### **Fire Safety Procedure**

If the fire alarm sounds (a continuous siren) you must evacuate the building. Exit by the front or back door and meet on the public footpath outside the house. If you leave by the back door go up the steps in front of you, follow the garden path to a gate and this will bring you to the assembly point at the front of the house.

Please inform us of any hearing problems that may prevent you from being alerted to the alarm sounding.

Smoking is strictly prohibited in the guest house but there is a designated area in the rear gardens.

### **First Aid**

A First Aid box is available on request. It contains a selection of bandages and plasters, sterile water, antiseptic creams, sterile swabs and lotions. We have been advised not to provide medications such as paracetamol, cold remedies and so on for Health & Safety reasons, therefore please remember to bring your own if you are likely to need them.

*Thank you.*

**March 2010**