

Access Statement for The Claremont Bed & Breakfast

Introduction

Alison & Ray would like to welcome you to our home.

The Claremont is a late Victorian semidetached building with no ground floor bedrooms.

There is no lift to bedrooms consequently access may be difficult for people with limited mobility and unsuitable for those who use wheelchairs.

The following statement is a summary of our provision. To the best of our knowledge the information & measurements given are accurate.

Please feel free to contact us if you have any specific questions and we will endeavour to help. Our website: www.theclaremont.co.uk provides a map, tariff, direct online booking and complete information about the services we provide. A brochure is available on request. Brochures, menu & room information folder along with this statement can be supplied as audio or in large print, with suitable prior notice. We regret we do not have facilities to prepare documents in Braille.

We can be contacted by telephone, text, letter or email. Full details are available at the end of this statement.

Pre-Arrival

There is good provision of local transport.

- The bus stops are just a short walk around the corner on Clifton Drive South along a level pathway. From here are frequent services for St Anne's, Lytham, Blackpool & Preston.
- Coach services are available to & from St Anne's via Blackpool or Preston.
- The nearest railway station is St Annes. (Approximately 3/4 mile) with frequent services to Blackpool South & Preston.
- We recommend two local taxi companies.
Whitesides 01253 711611.....Premier Fylde 01253 811111

Arrival including parking

- We reside on the premises as it is our home and ask for your anticipated arrival time to ensure we are here to welcome you.
- To ensure your accommodation is ready, arrival time is preferably in the afternoon. This can sometimes be flexible with advance notice.
- We are located at the beginning of Derbe Road just off the A584 Clifton Drive South.
- There is ample FREE unrestricted parking on the wide road at the front of the house. There are no disabled parking bays.
- From the pavement is a gateway with a 4cm stone step into the garden with a level tarmac path.

Entrance

- The outer entrance door has one step 13 cm high, 100cm wide. This door is not locked.
- Once inside the carpeted porch please ring the illuminated push button bell on the left inner door frame which is at a height of 1.45m. The porch is well lit during the hours of darkness.
- We welcome your arrival through the inner door which is 83 cm wide and has a 16cm step, into our fully carpeted hallway.

On arrival guests are required to complete a registration form. Our facilities are explained, your questions answered and we supply a house key and a bedroom key. Pad & pen are available. There are no restricted opening hours all we ask is that guests show consideration for others during their stay.

Public Areas

- The Lounge & Dining room lead off the hallway with no steps.
- An illuminated push button bell to call for assistance is provided in the hallway on the wall between the dining room & lounge. The hallway has a large notice board with local information and leaflet racks.
- There is no ground floor public toilet.
- All corridors, lounge & bedrooms have fitted short pile carpets & are well lit.
- Bathroom & all en suites have cushion vinyl flooring.
- The house has central heating throughout.

Dining Room

- The dining room has an original wood floor, is bright & airy, overlooking the front garden & road. Tables & chairs are wood. The chairs have no arms.
- A highchair is available.
- Furniture is moveable & is arranged to accommodate necessary needs including small or larger groups of families /friends.
- Tables are 70cm squares (legs at each corner), 74 cm high with a 66cm under space. Tablecloths are used.
- We do play occasional background radio/music or TV which can be turned off upon request.
- Breakfast is served in the dining room.
- Afternoon and evenings for your comfort and to prevent accidental spillages we request that guests eat takeaway or their own food here or in the adjoining lounge, NOT in bedrooms. Plates & cutlery are provided. Glasses on request.

Lounge

Guests are welcome to use the lounge at any time.

There is a sofa, two tub chairs, two tables & four straight backed chairs the same as those in the dining room. There is a wall mounted, remote control 26" LCD television.

A selection of local information, restaurant guide, magazines, books, board games are provided. There is a children's "corner" with toys & books.

Public Areas – Access to bedrooms

- There are no ground floor bedrooms.
- There are initially 14 stairs to a small landing with a handrail on both sides.
- Straight ahead are 4 more stairs (no hand rail) to 2 bedrooms & the shared bathroom.
- Alternatively turn left, a further 5 stairs with hand rail on left leads to 3 more first floor bedrooms.
- From 1st floor a further 10 stairs (hand rail on left) to another small landing.
- Straight ahead 6 steps (no hand rail) to 2 rear bedrooms.
- Turning left from landing 8 steps (hand rail left side) to two more bedrooms. (1 front & 1 side of house)

All measurements are approximate.

- All stairs are 17cm high, 80cm wide, 26cm deep
- Doors are 70cm wide except one leading to rear 2nd floor bedrooms – 62cm.

Bedrooms – 7 en suite, 1 standard

- Beds are made with cotton sheets & anti allergen synthetic duvets.
- Blankets are available in each bedroom.
- Two synthetic pillows provided per guest. Extra pillows supplied when requested.
- Bedstead height is 50cm with available under storage clearance of 27cm.
- Each room has a "hospitality tray" with cordless kettle, tea, coffee, hot chocolate, milk, sugar & biscuits. Please ask if you would prefer fresh semi skimmed milk.
- A bath sheet & hand towel is provided daily for each guest.
- There is an information/ welcome folder, hair dryer & remote control flat screen TV's.
- Each room has storage space, generally consisting of wardrobe, drawers, dressing table with stool or chair & bedside cabinet/shelving. Also under bed storage for bags or suitcases.
- Centre room lights are all fitted with low energy bulbs. Majority of beds have low energy wall lights above or low energy bedside lights.
- Cot – suitable for certain rooms only and subject to availability

One standard single first floor bedroom has a separate bathroom occasionally shared. This room has a wash basin with mirror, light & shaver point, dressing gown & all other facilities as detailed above.

En suites

7 out of 8 bedrooms have en suite facilities consisting of shower, wash basin, and toilet. All have cushion vinyl flooring.

- Washbasins are ½ pedestal style with rounded fronts, spring release plugs, centre mixer taps and are 84 cm in height. All have mirror with light & shaver point above.
- Toilets are 40cm height
- Shower cubicles have edge/step of 18cm & door opening width of 50cm.

Bathroom – occasionally shared

Door locks with engaged/vacant sign.

- Bath 54cm high with shower over.
- Shower curtain & non slip bath mat.
- Toilet & wash basin as per en suites.
- Stool & towel rail
- No shaver point.

Garden

To the front of the house we have a small garden, (flowers, shrubs & small lawn) with table & chairs available on sunnier days. **This area is not for guests who smoke. Smokers are asked to leave the grounds & property completely.**

Additional Information

- We conform to current fire legislation requiring an L2 fire alarm system. In the event of a fire the alarm siren rings continuously.
- Please advise us if you feel you would need assistance in this kind of emergency eg: hearing/mobility impairment. The fire evacuation procedure is posted on all bedroom walls & in room information folders.
- Registered Assistance/working dogs only are welcome; prior notice preferred.
- Alison has some knowledge of British Sign Language having qualified at Level 1 & 2 and part Level 3.
- A “Deafguard” vibrating system available on request
- We are an entirely no smoking building, including garden area.
- Mobile phone reception is generally good.
- Free Wi Fi is available throughout the building
- We would appreciate advance notice of special dietary requirements to enable us to endeavour to cater for all individual needs.
- We can accept medication for storage in a fridge (not accessed 24 hours)
- We are open all year but do take occasional time off. If we are out for a short while a contact mobile number is placed by the internal bell.

Hours of operation

Arrivals from early afternoon to 8.00 pm

Departures by 10.30 am

Alternative times to those above are by prior arrangement. Luggage may be stored for early arrivals or by departing guests for later collection.

If you require further details about the services we provide please contact us.

When you are a guest with us we welcome your feedback & comments.

CONTACT INFORMATION

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