

Access Statement For ACORN HOUSE

Introduction

We aim to cater for the needs of all visitors in our home based 9-bedroom guesthouse. The following statement is a summary of our provision. If you have any specific questions then please feel free to call us and we will endeavor to help.

Pre-Arrival

- Directions to the guesthouse are available from the web site or alternatively from our brochure (available upon request).
- Keswick bus station is located approximately 10-15 minute walk away and has a taxi rank located next to it.
- The nearest mainline train station is located in Penrith (approximately 17 miles), again there are taxis available from just outside the station.
- There is a local taxi service that has accessible taxis if required, we can make a booking for you upon request.
- We have a website, and you can contact us by phone, e-mail or letter (details below).

Arrival & Car Parking Facilities

- On arrival to the property there are double entrance gates to our main car park located off Acorn Street, these are open 24 hours when the guesthouse is operating for business.
- Parking bays are not allocated and are taken on a first come basis, however there is enough space for one car per room.
- The surface to the main car park is level, flat and tarmaced with a set of 6 concrete steps up to the front entrance conservatory. There is a wooden handrail and the steps are approximately 18cm in height, 31 cm in depth and 3.17 meters in width.
- There is an alternative car park with its entrance located just off

the corner of Ambleside Road and Acorn Street. This car park has two bays. The surface is flat but slightly sloped, however there are no steps from this car park into the front entrance conservatory. Spaces for this car park can be reserved upon booking for customers with restricted mobility.

- We can assist guest with luggage upon arrival and departure.

Main Entrance & Reception

- Main entrance is accessed via the conservatory, which can in turn be accessed from either car park.
- The door to the conservatory from the main car park has a step 17cm high, the door width measures 61cm single or 122cm double.
- The step into the conservatory from the top car park is just 2cm high and has the same single and double width.
- From the conservatory there is a step 12cm in height up to the main front door that has a wall mounted metal handrail either side. The door width is 129cm and leads into a covered porch area with a further inner front door, which is 88cm wide.
- Seating is provided in the conservatory area.
- Hallway/Reception area is 2.3 meters wide and is carpeted with doors leading to breakfast room, guest lounge, bedroom 1 and public wc, with main staircase leading to first floor.

Public Areas - General (Internal)

- Hallway leads to ground floor bedroom, breakfast room and guest lounge and measures 2.3 meters wide.
- Hallways, stairways and landings all have short pile carpets.
- Breakfast room, guest lounge, one bedroom and guest toilet are all located on the ground floor.
- Main staircase to the first floor is a turning staircase with 12 steps measuring 15cm in height, 29 cm in depth and 103cm in width, these steps lead to a mid landing with then a further 9

steps (same dimensions as above) to main landing through a glass panel fire door.

- From main landing there is a further glass panel fire door to inner hallway which narrows to 53cm, then there is a further staircase to the second floor bedrooms with 14 steps measuring 20cm in height, 23cm in depth and 68 cm in width.
- All staircases have full length wooden hand rails.

Public Areas - WC

- WC located on ground floor through inward opening door measuring 1.1 meters in width with a step immediately down into inner lobby measuring 22 cm in depth, with a further outward opening door into the wc measuring 89cm in width.
- The area within the wc measures approximately 110cm by 130 cm.
- The toilet is 42cm in height.
- There is a wall mounted hand basin measuring approximately 80cm in height.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- Breakfast is served in the breakfast room on the ground floor, there are no steps into this room. Door width measures 97cm.
- Furniture is flexible and can be moved upon request.
- Tables have a height of 73cm and a width of either 69cm or 117cm, with legs on each corner.
- Chairs do not have arms.

Laundry

- Not available.

Shop

- Not Available.

Treatment room/s

- Not available.

Leisure Facilities

- Not available.

Outdoor Facilities

- Not available.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Not available.

Bedrooms

• BEDROOM 1: GROUND FLOOR

- There are no internal steps to this gain access to this room.
- Main door width is 95cm.
- Can be either a double or twin room (double and single bed).
- Bed heights are 62cm, with 55cm/175cm space either side of double bed and 91cm/0cm either side of the single bed.
- Television with remote control and teletext.
- Two chairs (one with arms)
- Fitted short pile carpet.
- En suite: Shower Room
- Door width - 66cm.
- Basin height - 78cm.
- Toilet height - 44cm
- Shower cubicle step height - 20cm.

- Vinyl flooring.
- **First Floor Bedrooms (for information on staircase please see Public area general).**

- **BEDROOM 2:**

- Door width - 86cm.
- Four poster bed.
- Bed height - 64cm.
- Free space to side of bed - 50cm/53cm.
- Wall mounted television with remote control and teletext.
- Two armless chairs.
- Fitted short pile carpet.
- En suite: Shower Room
- Door width - 67cm.
- Basin height - 81cm.
- Toilet height - 46cm.
- Shower cubicle step height - 19cm.
- Tiled floor.

- **BEDROOM 3:**

- Door width - 80cm.
- This can be either a double or twin room with a double and single bed.
- Bed heights - 62cm.
- Space either side of double bed - 70/76cm, single bed - 76/0cm.
- Freestanding television with remote control and teletext.
- Two armless chairs.
- Fitted short pile carpet.
- En suite: Bathroom
- Door width - 67cm.
- Basin height - 84cm.
- Toilet height - 40cm.
- Bath edge height - 55cm.
- Shower bath with wall mounted shower and screen.

- Bath mat provided.

- **BEDROOM 4:**

- Door width - 84cm.
- Four poster bed.
- Bed height - 64cm.
- Free space either side of bed - 175cm/160cm.
- Freestanding television with remote control and teletext.
- Two armless chairs.
- Fitted short pile carpet.
- En suite: Bathroom
- Door width - 68cm.
- Basin height - 87cm.
- Toilet height - 41cm.
- Bath edge height - 55cm.
- Shower bath with wall mounted shower and screen.
- Bath mat provided.
- Tiled floor.

- **BEDROOM 5:**

- Door width 86cm.
- Four poster room.
- Bed height - 55cm.
- Free space to either side of bed - 135cm/96cm.
- Wall mounted television with remote control and teletext.
- Two armless chairs.
- Fitted short pile carpet.
- En suite: Shower Room
- Door width - 56cm.
- Basin height - 75cm.
- Toilet height - 41cm.
- Shower cubicle step height - 19cm.
- Fitted short pile carpet.

- **BEDROOM 6:**

- Door width - 84cm.
 - Double bed.
 - Bed height - 61cm.
 - Free space either side of bed - 78cm/82cm.
 - Freestanding television with remote control and teletext.
 - Two chairs with arms.
 - Fitted short pile carpet.
 - En suite: Shower Room
 - Door width - 56cm.
 - Basin height - 80cm.
 - Toilet height - 42cm.
 - Shower cubicle step height - 20cm.
 - Fitted short pile carpet.
- **Second Floor Bedrooms (for details on second staircase please see public areas general).**

- **BEDROOM 8:**
- Door width - 70cm.
- inner door width - 70cm.
- Inner step height - 8cm.
- Double bedroom.
- Bed height - 61cm.
- Free space to either space of bed - 70cm/70cm.
- Free standing television with remote control and teletext.
- Two armless chairs.
- Velux windows.
- Short pile fitted carpet.
- En suite: Bathroom
- Door width - 60cm.
- Basin height - 75cm.
- Toilet height - 41cm.
- Bath edge height - 47cm.
- Bath has a hand held shower attachment.
- Vinyl flooring.

- **BEDROOM 9:**

- Door width - 74cm.
- Inner door width - 71cm.
- Inner step height - 3cm.
- Double bedroom.
- Bed height - 61cm.
- Free space to either side of bed - 50cm/60cm.
- Freestanding television with remote control and teletext.
- Two armless chairs.
- Velux window.
- Short pile fitted carpet.
- En suite: Shower Room
- Door width - 60cm.
- Basin height - 79cm.
- Toilet height - 41cm.
- Shower cubicle step height - 30cm.
- Vinyl flooring.

- **BEDROOM 10:**

- Door width - 74cm.
- Inner door width - 70cm.
- Inner step height - 5cm.
- Double bedroom.
- Bed height - 61cm.
- Free space either side of bed - 50cm/50cm.
- Freestanding television with remote control and teletext.
- Two armless chairs.
- Velux window.
- Short pile fitted carpet.
- En Suite: Shower Room
- Door width - 65cm.
- Basin height - 86cm.
- Toilet height - 42cm.
- Shower cubicle step height - 28cm.

- Vinyl flooring.

Bathroom, Shower-room & WC [Ensuite or Shared]

- For details on En Suites please refer to individual room details (please see Bedrooms).

Self-Catering Kitchen

- Not available.

Caravans, Holiday Homes & Twin Units

- Not available.

Touring Facilities (Holiday Parks)

- Not available.

Boats - Narrow Boat, Cruiser & Hotel Boat

- Not available.

Attractions (Displays, exhibits, rides etc.)

- Not available.

Grounds and Gardens

- We have a small garden located off the main car park (flower border and lawn).
- There is a decking area with table and chairs for guests to sit.
- There is a small pond.

Additional Information

- Acorn House is a strictly non-smoking building.
- Unfortunately Acorn House does not allow any animals.
- We are able to use both main front door and private back door in need of evacuation, the fire alarm will sound continuously if evacuation is required. If you require more assistance for evacuating then please notify us upon arrival and we will ensure that you are evacuated safely e.g. hearing impairment.
- Although no fridge is provided for in the rooms we are happy to store small items in our main fridge.
- A iron and ironing board are both available upon request.
- A copy of this document in large print is available upon request.

Contact Information

- Address: Acorn House, Ambleside Road, Keswick, Cumbria, CA12 4DL
- Telephone: 017687 72553
- Fax: N/A
- Minicom: N/A
- Email: info@acornhousehotel.co.uk
- Website: www.acornhousehotel.co.uk
- Grid reference: N/A
- Hours of operation: Hours are flexible to business however the guesthouse is also our home so occupied 24 hours. Acorn House does close for approximately two weeks in December. Please contact us for exact dates.
- Emergency number: Emergency numbers are provided for guests (shown on owner's door in main reception/hallway).
- Local carers: Details provided upon request.
- Local equipment hire companies: Details provided upon request.
- Local public transport numbers: Details provided upon request.
- Local accessible taxi numbers: 017687 72676

Future Plans

- N/A

We welcome your feedback to help us continuously improve if you have any comments please phone 017687 72553 or email info@acornhousehotel.co.uk

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