

# **Access Statement For Glen Wynne Guest House**

## **Introduction**

We aim to cater for the needs of all our guests in our home based 4 bedroom bed and breakfast guesthouse. 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.

## **Pre-Arrival**

- Our contact telephone number is 015394-43685
- We can be contacted by email: [glenwynne@btinternet.com](mailto:glenwynne@btinternet.com)
- Our guesthouse information and facilities can be viewed on our website: [www.glenwynne.co.uk](http://www.glenwynne.co.uk), which includes a video tour of the guesthouse facilities and the local area.
- Our Access statement is provided on our website and in our rooms, which can also be provided in large print by prior arrangement.
- There is a bus stop at the end of Broad Street 350m from the guesthouse with a frequent bus service.
- The main train station and bus terminus is a 10-minute walk or 5 minutes by car.
- There are local accessible taxi services available if required, you can make a booking from the guesthouse or we can assist.
- The village of Windermere is 2 minutes level walk away. While Bowness and the lake are a 20 minutes walk away.
- Brochures and menus can be provided in large print by prior arrangement.
- The guest house operate the following policies: No smoking on the premises, no pets, no children under the age of 6 years, fire evacuation procedure, no hot food allowed in bedrooms, premises / accommodation would not be suitable for guests with mobility impairment. Arrivals no check in after 10 pm, Departures rooms are to be vacated by 10am on the day of departure .

## **Arrival & Car Parking Facilities**

- On arrival there is unrestricted on street parking or there is a pay and display car park 200m from the guesthouse, which provides disable parking bays.
- Guests can drop off luggage at the front of the guesthouse, which is 1m from the gateway, no dropped kerb. We can offer assistance with luggage.
- The car park and pavements have a tarmac surface and lit by street lamps, while the pathway to the main door is paved with a 13cm step from the kerb to the pathway.
- The guesthouse has a painted signage at the front to the roadside, which displays the name and telephone number.
- There is only one entrance, which is at the front, the door is always locked but we do have a push button bell 137cm high on the left of the door under the canopy for assistance.

## **Main Entrance & Reception**

- The front door is the main and only entrance to the guesthouse.
- The front door has one-step 10cm high.
- The front door is always locked but we do have a push button bell 137cm high on the left of the doorframe under the canopy for assistance.
- The front door is 81cm wide, side hung and inward opening.
- On entry in to our guesthouse there is a level hallway 5m by 93cm.
- There is short pile carpet throughout the ground floor.
- Lighting is uniformed and also has natural lighting in the hallway.
- One set of keys are provided to guest for their room and front door.
- Our reception is located at the proprietor's area.
- The proprietors are available to assist and can be contacted after 10pm by an emergency push bell located in the hallway.

## **Public Areas - General (Internal)**

- The dining room is located on the ground floor with a side hung inward opening door 81cm wide.
- The guests have access to two floors within the guesthouse on which the bedrooms are located.
- Both floors are accessed by stairs. There are 16 stairs to the first floor and a further 14 stairs to the second floor all the stairs are 7cm high, 11cm deep, 33cm wide.
- The handrail on the first staircase is located on the left and on the second staircase located on the right; both handrails are 77cm high, 7cm wide.
- The stairs and landings are covered by short pile carpet.
- Lighting on the stairs and landings is uniformed and also has natural lighting.
- The hallway, staircases and landings have good colour contrast and are well lit.
- There is no public telephone, however, the proprietors cordless push button telephone is available for use at the current BT rate.
- There are no public WC available, all bedrooms are en suite.

## **Public Areas - WC**

- There is no public WC available, all bedrooms are en suite.
- Fire alarm bells are located in the main hallway on the ground floor and on the landing of the first floor, along with emergency break glass alarm activators.

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

- Breakfast is served in the dining room on the ground floor. There are no steps.
- The lighting is uniformed and has natural lighting.
- Seating and tables are flexible and can be moved on request.
- Tables have under space of 27cm high by 44cm wide and a height of 28cm (legs on each corner). All chairs are without arms.
- Menus are provided in 14 font or large print by prior arrangement, there is also staff help if required.
- Special dietary requirements / allergies can be catered for by prior arrangement.
- We do play background music in the dining room.

## **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**

- There are 4 bedrooms, 3 on the first floor and 1 on the second floor. Non-are suitable for wheelchair users.
- All bedrooms have fire doors fitted, which are self-closing.
- First floor single bedroom has a side hung inward opening door 71cm wide.
- Single fixed bed, which is 34cm high and 120cm total space available to one side.
- First floor standard double-bedded room has a side hung inward opening door 71cm wide.
- The double bed is 34cm high and has approximately 90cm to each side of the bed (the bed does move so 180cm total space is available to one side)
- The first floor large double bedroom has a side hung inward opening door 71cm wide.
- The double bed is 34cm high and has approximately 75cm to each side of the bed (the bed does move so 150cm total space is available to one side).
- The second floor bedroom for three has a side hung inward opening door 71cm wide.
- The double bed is 34cm high and has approximately 75cm between the wall and each side of the bed (the bed does move so 150cm total space is available to one side).
- The single bed is 34cm high and has 150cm total space is available to one side
- There is an ensuite showeroom in all bedrooms (see below for details).
- All bedroom lighting is uniformed and has natural daylight and is well lit.
- A colour TV is provided in all the bedrooms.
- All bedrooms are fitted with short pile carpet floor covering and have a level entrance in to the rooms, there is a good colour contrast in all rooms.
- There is a cordless kettle with a water level indicator and tea / coffee making facilities in all bedrooms.
- Allergies - non-allergenic pillow / duvet and bedding.
- Non-smoking and pet free premises.

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

- Single bedroom has a ensuite shower room.
- The door way is 59cm wide.
- A washbasin of pedestal style is 78cm high and is rounded at the front with a hot and cold tap.
- The shower cubical step is 9.5cm high and has a single showerhead with a manual thermostatic mixer control.
- The toilet is 38cm high
- Free floor space 76cm by 76cm.
- Floor surface is covered by short pile carpet.
- There is a good colour contrast of light walls and wood furniture.
- The standard double bedded bedroom, the large double bedded bedroom for and the bedroom for three all have a same size ensuite shower room.
- The standard double room has a washbasin of pedestal style is 78cm high and is rounded at the front with a hot and cold tap.
- The large double room and the room for three have a basin rounded at the front on a vanity unit 73cm high.
- The door to the shower room are wooden side hung inward opening 59cm wide.
- The shower cubical step is 9.5cm high and has a single showerhead with a manual thermostatic mixer control.
- The toilet is 38cm high
- Free floor space 76cm by 76cm.
- Floor surface is covered by short pile carpet.
- There is a good colour contrast of light wall and wood furniture.

## **Self-Catering Kitchen**

- Not applicable

## **Caravans, Holiday Homes & Twin Units**

- Not applicable

## **Touring Facilities (Holiday Parks)**

- Not applicable

## **Boats - Narrow Boat, Cruiser & Hotel Boat**

- Not applicable

## **Attractions (Displays, exhibits, rides etc.)**

- Not applicable

## **Grounds and Gardens**

- We have a small enclosed front paved wall garden with flowers and pots for residents which is available to sit in (chairs available)
- There is a local park 300 meters walk from the guesthouse this leads to a small wooded area and a library which is open to the public this area has tarmac pathways.
- There are benches to rest on.
- There is also a public WC at the end of the street 500m away.

## **Additional Information**

- We have a evacuation procedure displayed in all rooms identifying escape routes and the assembly point to report to the person in charge. When the need arises both the front and back doors will be used in the need for evacuation.
- We operate a no smoking policy within the premises.
- If you require more assistance for evacuating please notify us on arrival and we will help with evacuating you safely.
- Staff are available on the premises in case of emergency they can be contacted by the staff emergency bell or via a telephone.
- Mobile telephone reception is generally good.

## **Contact Information**

- Address: Glen Wynne Guest House, Broad Street, Windermere, Cumbria, LA23 2AB.  
Local public transport numbers: Stagecoach Buses 01539-722143  
Virgin trains 08457 222 333  
Local taxi numbers: Windermere taxis 015394-42355,  
Abacus taxis 015394-88285 or Lakes taxis 015394-46777
- Telephone: 015394-43685
- Fax: Not available
- Minicom: Not available
- Email: [glenwynne@btinternet.com](mailto:glenwynne@btinternet.com)
- Website: [www.glenwynne.co.uk](http://www.glenwynne.co.uk)
  
- Grid reference: Ordnance Survey Explorer Map, OL7: Grid Reference 99/41
- Hours of operation: We are currently open all year round and the guesthouse is our home so occupied 24 hours.
- Emergency number: 24 hour emergency number available on request
- Local carers: Cumbria Care, Homecare, South Lakes Office, Highgate, Kendal. 01539-773089
- Local equipment hire companies: Pride Mobility Products Ltd, 95a Highgate, Kendal, LA9 4EN. 01539-725615
- Hospital Accident & Emergency: Royal Lancaster Infirmary, Ashton Road, Lancaster. 01524-65944.  
Hospital Minor Injuries: Westmoreland General Unit, Burton Road, Kendal, 01539-732288.  
Doctor: Ambleside Health Center, Rydal Road, 015394-32693.  
Dentist: Main Road, Windermere, 015394-46135.



## **Future Plans**

- We are refurbishing our rooms in the near future, which will provide more floor space, fittings and equipment.

Disclaimer: While all information provided by the proprietor's in this document is intended to be accurate and helpful, amendments/updates may occur beyond their control without prior notification.

**We welcome your feedback to help us continuously improve if you have any comments please phone 015394-43685 or email: [glenwynne@btinternet.com](mailto:glenwynne@btinternet.com)**