

The Farmhouse Guest House Access Statement

Introduction

Our home is over 200 years old and is set in the Centre of the peaceful village of Belford. It was a working farm until the 1960's. We aim to meet the needs of all our guests but there are some features which make the property unsuitable for wheelchair access.

The following statement is a summary of our provisions. If you have any specific questions please feel free to contact us and we will do all we can to help.

Pre-Arrival

- We are located road-side on a quiet, wide street in the village
- The nearest shop and cashpoint are approximately 120m away. Several other shops are another 50-100m away
- The nearest bus stop is about 250m away. There is a regular service to Alnwick, Berwick and Newcastle. In the summer months additional services run to other popular destinations.
- The nearest railway station is Berwick-upon-Tweed, which is 15 miles north. Taxis are usually available from the station.
- We regret we are unable to accommodate pets.
- Our website www.thefarmhouseguesthousebelford.co.uk provides pictures of our accommodation and further information about services provided.
- We can be contacted by telephone or e-mail. Please see 'contact information' section at the end of this document for details.

Arrival and Car Parking

- Please advise us of your time of arrival so we can be sure to be here to welcome you.
- To ensure your room is ready for you we ask that guests arrive after 4pm. However, earlier arrival may be possible by arrangement.
- There is ample free car parking on the wide road to the front of the guesthouse. There is a low kerb and no gradients.

Arrival and Car Parking (continued)

- We offer assistance with luggage if required.
- Guests are escorted to their room and facilities explained.

Main Entrance

- There is a small 3-inch step at the front door and the door has a 3-inch threshold.
- The front door is normally locked so please ring the bell on your arrival.
- The front door leads into a small vestibule, which is restricted for space and unfortunately is not suitable for wheelchair access.
- From the vestibule there are two doors. The one on the left leads to a ground floor en-suite bedroom and the one on the right leads to the guest dining/reception.
- There are no steps to any of the ground floor rooms.

Public Areas

- Through the dining room there is a staircase leading to the upstairs rooms.
- There are 14 stairs, with a handrail on **both** sides, leading to the two first floor, en-suite bedrooms.
- On the first floor landing can be found a fire escape leading to the rear of the property.
- Access to the fire escape is by a low, push handle door. The escape route is down an 8 tread, metal staircase, through the garden gate and down the private lane at the side of the house.
- All internal guest areas are fully carpeted with short pile carpets.
- The house is centrally heated throughout with thermostatic valves fitted to radiators, which can be adjusted to suit individual needs. There are also convector heaters in each bedroom to provide back up heating.

Dining Room

- Guests are welcome to use the dining room at any time.
- A large selection of local information leaflets, maps, board games, menus for local eating-places, DVDs and books are also available.
- A bell is situated on the back wall of the lounge to call for assistance.
- Breakfast is served in the dining room. Furniture can be re-arranged to suit individual needs.
- Menus can be provided in large print if required.
- Every effort is made to cater for special dietary requirements.

Bedrooms

- 'The Steading', a double bedroom, is on the ground floor.
- The other double bedroom, 'The Croft' is on the first floor as is the twin room 'The Granary'.
- All bedrooms have en-suite shower rooms.
- There is a generous hospitality tray provided in each bedroom. A selection of teas, coffees and sugars are provided as well as water, fresh milk and biscuits.
- Each bedroom is equipped with a hair dryer, torch, vanity kit, first aid kit, magazines, books and tourist information.
- Our beds are normally made with duvets but blankets can be provided if preferred. Please specify before arrival.
- A TV/DVD with remote control can be found in each room.
- Each room is provided with comfortable seating for two.
- The ground floor room has a small cooler whilst the first floor rooms' share a small fridge located on the landing.
- A welcome folder in each room contains information about the guesthouse and useful local information.
- All bedrooms are spacious, well furnished and have easy access to the beds.

En-Suite Shower Rooms

- Each en-suite has a shower cubicle, wash hand basin and toilet.
- There is an ample supply of hot water.
- A bath sheet, hand towel and facecloth are supplied for each guest and changed at their request.

Additional Information

- A fire risk assessment is carried out annually by a local fire security firm who checks and maintain all fire fighting equipment.
- Evacuation procedures are displayed in each bedroom
- Emergency lighting and mains wired smoked detectors are fitted throughout.
- In accordance with the law the house is totally non-smoking.
- Small quantities of medication can be stored in the guest's fridges or larger quantities can be stored in the kitchen fridge by arrangement.
- Mobile phone reception is good with most networks but if there is a problem guests may ask to use the landline.
- Wi-Fi Internet access is available in all guest areas.

Contact Information

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