

## ACCESS STATEMENT – CLARENCE HOUSE KESWICK

Prepared by Richard Lloyd 15 July 2012

Review Date	Sign	Comments
15 Jul 13	<i>R A Lloyd</i>	Nil

### Introduction

1. We welcome people of all abilities subject to their needs being made clear at the time of booking. We take a practical and helpful approach to access and will try to accommodate or find alternatives if unable to. We do not generalise and treat each individual as an individual. This statement is a summary of our provision but if you have any questions please contact us.

### Pre-arrival

2. The main Keswick bus stop is 5 minutes away by car. We can collect customers at no extra charge. Passengers can request to be dropped off the bus at the junction of Penrith Road and Greta Street which is only 300 metres from Clarence House.

3. The nearest train station is Penrith, 17 miles away. Local taxi services (Davies Taxi) has accessible taxis.

4. Much information (location, images of rooms, contact info etc...) is contained on our website at [www.clarencehousekeswick.co.uk](http://www.clarencehousekeswick.co.uk).

### Arrival and Car Parking

5. Free unrestricted on-street parking is available in Eskin Street. We cannot guarantee a spot right outside our front door but if notice is given we can try and reserve a place or assist in the unloading of visitors and their luggage.

6. The road and pavement outside is level and flat with an even concrete surface as is the path to our front door. We are happy to assist visitors with their luggage.

### Main Entrance & Reception

7. The front entrance has 2 steps, one is 10cm high and the other 18cm. We do not have a ramp but are happy to assist visitors in and out of the front entrance. The front door is usually locked but there is an electric bell at an accessible height.

8. The front door is 96cm wide. There is an external and entrance way light. Inside the front door the wide hallway has a flat wooden floor.

### Public areas – General (Internal)

9. The ground floor corridors and entrance to the dining room is 91cm wide. The corridors and stairs are well lit. The stairs and upstairs corridors are covered in short pile carpet.

10. There is no public (house) WC as all guest bedrooms are en-suite.

### **Dining Room**

11. This is situated on the ground floor and is where breakfast is served. The furniture is not fixed and can easily be moved on request.

12. We operate a calm and peaceful atmosphere at breakfast and can read the menu options aloud if required.

### **Laundry, Shop, Leisure, Outdoor and Conference Facilities**

13. None of these are available at Clarence House

### **Bedrooms**

14. There are 5 guest bedrooms. 2 are on the first floor, 2 on the second floor and 1 is situated off the half landing between the first and second floor. All of these bedrooms require the ability to climb stairs. Clarence House is a Victorian property in a conservation area and is not suitable for lifts.

15. To the first floor there are a total of 18 steps. From there it is another 10 steps to the half landing and a further 7 steps to the second floor.

16. The rooms are a mixture of double and twin and are generously proportioned with ample space to move around the furniture. The en-suite rooms contain shower, sink and WC and are approximately 80cm wide. There is a small step of about 10cm into each shower.

17. We are happy to change the arrangement and position of furniture if requested. All the bedrooms have chairs, a remote control colour TV and WiFi internet access. We are happy to advise guests on the most suitable rooms for their needs, at the time of booking.

### **Additional Information**

18. Assistance dogs are welcomed. Dog exercising locations are very good within Keswick with the nearest park being 400 metres away.

19. Mobile phone coverage is generally good but cannot be guaranteed.

20. We operate a strict non-smoking policy throughout the building.

21. We have installed a modern fire and smoke alarm system in July 2012 and also an emergency lighting system. These comply with the latest British Standards. An up to date fire risk assessment is in place. In the event of an evacuation we are happy to assist guests provided they have made us aware of this when they arrive.

22. There are 2 garden benches in our small front garden which guests are welcome to use.

### **Contact Information**

**Address:** Clarence House, 14 Eskin Street, Keswick, Cumbria, CA12 4DQ

**Telephone:** 017687 73186

**Email:** Info@clarencehousekeswick.co.uk