

# Access Statement

## Introduction

Blue Waters Lodge is a gable-fronted Victorian terraced house in a tree-lined cul-de-sac. The house has been arranged to provide seven bedrooms located on the 1st and 2nd floors, which means we are unable to accommodate wheelchair dependent persons, or persons with severe mobility problems.

## Pre-arrival

- We are approximately a half mile, mostly level, walk from both the train and bus stations. National coaches also drop at the bus station. We can sometimes arrange to pick guests up from either station, if we know in advance.
- There is a taxi rank outside the train station. Taxis can also be pre-booked before your arrival and during your stay. Please let us know if you would like us to book one for you.
- The nearest shops are approximately a half mile walk away.
- Unfortunately we cannot accommodate cats or dogs, except assistance dogs.
- Our brochures and other material can be provided in large print if required. Unfortunately we do not have access to facilities for producing information in Braille.
- Our website is [www.bluewaterslodge.co.uk](http://www.bluewaterslodge.co.uk) and provides additional useful information about our home and the area, including a map.
- We can be contacted by telephone, email, or letter. Please see the Contact Information section later.

## Arrival and Car Parking

- Please let us know what time you hope to arrive so that we can make sure we are here to meet you.
- We ask guests not to expect their rooms to be ready before 3pm, but you are welcome to deposit suitcases beforehand. If earlier use of the room is required, please notify us in advance.
- Parking is on-road and is unrestricted. There is a multi-storey public car park within a short walking distance and various longer stay tickets can be purchased. Please contact us for more information. There are several disability spaces within the car park.
- There is a 7.5 inch step from the pavement up into our garden through a wrought iron gate. We can assist you with luggage.

## Main Entrance

- There is one step of 9.75 inches from the front path into a small entrance porch. This leads into a ground floor hallway with doors off to the guest lounge and dining room. The outside front door is usually open, but please ring the bell to announce yourself.

## **Guest Accommodation – Public Areas**

- Our house is arranged on three floors with lounge and dining room/bar on the ground floor.
- The bedrooms are arranged with three on the 1st floor and four on the 2nd floor.
- There are 14 stairs from the ground floor to the 1st floor landing with a hand rail on both sides of the stairwell, and 14 stairs from the 1st to 2nd floor landing with a handrail on the left side going up. Each landing has one shallow step on it half way along. There is a wooden balustrade along each landing. Both hall and landings are carpeted wall to wall.
- There is a public toilet on the first floor landing, with a wash basin included.
- The building is fully central heated with individual thermostats in each bedroom. Additional heating by way of oil-filled free standing radiators can be used to supplement this at extremely cold times. Please let us know if these are needed.

## **Lounge and Dining Room**

- On the ground floor there is a guest lounge at the front of the building. The door is opened with a round knob handle, and this room is available at any time. It is fully carpeted.
- There is a log burner, which is lit during the cold winter months.
- There is a television with Freeview box, operated by remote control. There is also a selection of books and magazines, board games, videos, DVDs and CDs for our guests' use.
- Lounge lighting is on dimmer switches, either by central pendant or wall lights.
- The seating is a three-seater settee, a two-seater settee and a single chair. Straight backed dining chairs can be brought into the lounge if preferred.
- There are three occasional tables which can be moved around to suit.
- The dining room is accessed from the rear end of the hallway. It is fully carpeted.
- There are a selection of tables, all 25.5 inches high to the underside with legs at each corner. Chairs are 17 inches to seat level.
- We play music and local radio news in the dining room.
- Dining room lighting is central pendant and wall lights.
- The bar is situated in a recess of the dining room and there are bar stools, without backs, for guest use.
- The dining room/bar is open all day and evening for guest use subject to staff availability. At night, or if we have to leave the premises during the day, the door is locked for security.
- There is a bell on the outside of the dining room door for emergency contact at night.

## **Bedrooms – General**

- All our bedrooms have en-suite facilities with a shower, washbasin and toilet.
- All the double beds can be accessed from both sides.
- There is a radio clock alarm, pen and pad in each room.

- There is a centre ceiling light in each room.
- All our bedrooms are carpeted.
- All our en-suite shower rooms have vinyl flooring.
- All our bedrooms have a hair dryer.
- Extra pillows and blankets are available on request.
- All our beds are made up with hollow fibre duvets and synthetic filled pillows. Sheets and blankets are available; please advise preference at time of booking.
- All our bedrooms have a hospitality tray offering a selection of teas, coffees, hot chocolate, milk, biscuits, sugars and sweeteners. Please advise us of any other dietary needs when making a booking.
- All our bedrooms have a folder offering additional information about the guest house with emergency telephone numbers for doctors and hospitals. There is an additional list of useful telephone numbers for taxis, cinema, churches, dentists and other persons.

### **Bedrooms - First Floor**

- There is a double room with a 4'6" bed at the top of the stairs to the rear of the building, a twin/super king room with zip and link beds (6' wide by 6' 3" long when together) in the middle of the house and a 4 poster room with a 4' 6" bed at the front of the house.

### **Second floor**

- There is a king size (5' x 6'6") bed in the room at the rear, a twin bedded room in the middle of the building and a two room suite at the front.
- The two room suite is pictured on our website. It has one room with full-size single divan beds, each accessible from one side only. The other room has a double bed and a full en-suite shower room off it. Both rooms have a door and they can be closed off from the landing by an outer lockable door.

### **Gardens**

- The front garden is for the use of our guests to relax in and enjoy, and is paved, with a flower border around 2 edges. There are two hanging baskets attached to the house wall, and a collection of pots around the other two edges of the garden.
- We have provided a large wooden patio table, parasol and six chairs; two without arms. There are seat pads available under the table in the hall. Additional chairs are available when needed.
- You are welcome to eat or drink in the garden. Our licence extends to the boundary of our garden wall, until 10pm every night.
- Smoking is permitted in the garden, and we would ask our guests who smoke to use the ashtray, available on request. *SMOKING IS NOT PERMITTED ANYWHERE IN THE BUILDING, THANK YOU.*

## **Additional Information**

- Each public room has a smoke detector, and the building undergoes an annual fire equipment safety check.
- In the event of a fire there are break glasses on each landing and outside the dining room doorway. The signal is a continuous ringing from the fire bell at the top of each flight of stairs and just inside the kitchen door on the ground floor.
- There are fire extinguishers (water) located on 2nd floor landing and inside the front door. These must not be used on electrical or fluid fires. There is a powder extinguisher located on the 1st floor landing.
- The fire evacuation procedure is posted in each bedroom on the wall by the light switch as you enter the room. If you have a hearing difficulty or language problem please advise us at the time of booking, and we can then ensure your safe evacuation if necessary.
- Evacuation is via the front door of the property. The assembly point is outside the Coach House flats, Steartfield Road.
- Should you have medication that needs to be kept cool we can provide a small fridge for use in the room.
- If you have any dietary restrictions please let us know when you book and we can then be prepared for your stay.
- Mobile phone reception is usually good anywhere in the house.
- There is free WiFi access throughout the building.

## **Contact Information**

Names: Julia and Iain Duthie

Address: Blue Waters Lodge, 4 Leighon Road, Paignton, Devon, TQ3 2BQ

Telephone: 01803 557749. If we are out of the building the landline is automatically diverted to our mobile number.

Email Address: [info@bluewaterslodge.co.uk](mailto:info@bluewaterslodge.co.uk)

Website: [www.bluewaterslodge.co.uk](http://www.bluewaterslodge.co.uk)

We are open 365 days a year with an occasional day off.

## **Feedback**

Please tell TripAdvisor about your stay.