

Access Statement for Southview House

Introduction

Southview is located in Windermere town in a cul-de-sac at the end of Cross Street and offers ten guest rooms. The house was built in 1844 and whilst we aim to meet the needs of all our guests there are some period features which might make access difficult for people with limited mobility. There are four steps up to the entrance and all our rooms are accessed by either one or two flights of stairs. Rooms are of typical proportions for the age of the building and as all the rooms are accessed by stairs; they are not suitable for wheelchair users.

Pre-Arrival

- The nearest shops are approximately 300 metres away by turning left at the end of Cross Street and down a slight hill into the town.
- The bus and train station are situated just around the corner, approximately a 5 minute walk.
- There are several local taxi companies and bookings can be made in advance for you.
- We regret that we do not accept pets of any kind. (except for guide dogs)
- Menus and room Information can be provided in large print if required. We regret that we do not have facilities to prepare documents in Braille.
- Our website www.southview.co.uk provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, email or fax. . Please see the "Contact Information" section of this document for full details.

Arrival & Car Parking Facilities

- Please advise us of your arrival time so that we can be sure that we are here to welcome you.
- To ensure your accommodation is ready we ask that guests do not arrive before 3pm. Early arrival may be possible by arrangement.
- We have onsite parking available; however, being a 19th century building, parking is limited to one average size car per room. We regret that we are unable to provide an Easy Access

parking bay to any guests. During busy periods double parking will be necessary. We are willing to give assistance with parking your vehicle if necessary. Because parking is limited no spaces are available to give access to both doors without moving the vehicle first.

- We can assist with luggage on arrival and departure if required.

Main Entrance & Reception

- There are two steps of 7 inches, a short path and two further steps of 9 inches up to the front door, there are no handrails.
- The front door is normally open during the daytime, however, a PIN code and iButton is required during the night time. Staff is normally always onsite and you can ring the bell for entry.
- A familiarisation tour is available on request.
- The entrance of the guesthouse is well lit, the carpet is dark and the walls are light in colour.
- Reception area is opposite the front door and a bell is provided to request assistance as reception is not staffed continuously.

Public Areas - General (Internal)

- There are 12 steps up to the first landing (from reception) with a hand rail on one side. The stairs are carpeted with colour contrasted stair nosings on each step, there are further steps to access different rooms as mentioned in each bedroom description. There is one long corridor on the first floor from which most rooms and the swimming pool can be accessed. The corridors are well lit by either daylight or artificial light.

Public Areas - WC

- A public WC is provided for guest use, this is located outside the pool room on the first floor. There is a shower in the room for use before using the pool.

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

- The guest/bar lounge is situated to the right of the front door. This room has two settees and two high bar stools. Here you can find local information leaflets, maps and board games. There is a large screen television on the wall with Teletext and we are happy to provide table

service for drinks if required.

- We are licensed for the sale of alcohol.
- The dining room is situated to the left of the front door. There is seating for 18 people with tables set for two persons. However, walkways/space between tables is limited. There is a conservatory off the dining room. The dining area is uncarpeted and has good natural light. Please help yourself with cold items from the buffet sideboard. Your order will be taken for tea & coffee and hot food and served to your table.

Leisure Facilities

- Southview has its own Indoor Swimming Pool which is open from 8am to 8pm. (except Tues 6pm) The water is chlorinated and heated to 28 – 29 degrees C. There is good natural light and spotlights in the pool which has a non-slip tiled floor. There are 3 steps down into the pool room. To access the water there are 3 water covered steps at the shallow end or a 3 step ladder at the deep end. The pool is 7.5m long by 3.5m wide; it is 0.9m deep sloping to 1.8m at the deep end. There is a gradual increase in depth along the pool bottom. We provide some plastic seating in the pool room. The pool area is locked at all times with a key code lock. Customers are required to sign in at reception where they will be provided with the code. The pool is monitored by a CCTV camera. There is an Emergency alarm near the entrance doorway, in case of difficulty.

Outdoor Facilities

- There is a paved outdoor patio area with a wooden garden bench and tables and chairs. The patio can be accessed from the pool room where there are three steps up to the patio. There is also a spiral stair case with 12 steps which can be used to return to ground level (this is also used for fire exit purposes). Alternatively, the patio can be accessed from the fire door at the end of the corridor outside Room 11 where there are two steps down to the outside without a hand rail. The designated smoking area is located at the rear of the patio and there is an area of uneven graveled pathway to reach the smoking area.

Bedrooms

• Bedroom 1

This is situated to the right at the top of the first staircase (from reception) with a further two

steps up into the room. This is a double bedded room with narrow access to each side of the bed. This room has a shower, WC and sink with anti-slip flooring. There is a wardrobe, chest of drawers and dressing table. This room is not large enough to accommodate additional seating.

- **Bedroom 2**

This is situated to the left at the top of the first staircase (from reception) with a further two steps up into the room. This is a double bedded room with narrow access along the bottom of the bed. This room has a shower, WC and sink with anti-slip flooring, there is one 6 inch step up into the shower room. There is a wardrobe, chest of drawers and dressing table. This room has bench seating under the window.

- **Bedroom 3**

This is situated at the top of the first staircase (from reception) with a further two steps up into the corridor, the room is on the left. This room can either provide two 3 foot single beds or one 6 foot double bed. When this room is made up as two singles; one of the beds can only be accessed from one side. This room has a narrow ensuite with shower, WC and sink with anti-slip flooring. There is a wardrobe and a dressing table with drawers. This room has one additional seat.

- **Bedroom 5**

This is situated on the 2nd floor. After using the first staircase from reception, turn left and there are two further steps, a short hallway and then a Kite winder staircase up to the second floor with 14 steps and a handrail on one side. The staircase is carpeted with contrasting stair noses on each step. This is a double bedded room with access to each side of the bed. This room has a shower, WC and sink with anti-slip flooring. There is a wardrobe, chest of drawers and dressing table. This room has one high backed additional seat.

- **Bedroom 6**

This is situated on the 2nd floor. After using the first staircase from reception, turn left and there are two further steps, a short hallway and then a kite winder staircase up to the second floor with 14 steps and a handrail on one side. The staircase is carpeted with contrasting stair noses on each step. This is a double bedded room with access to each side of the bed. This room has a large shower with a 10 inch step into the shower, WC and 2 sinks with anti-slip

flooring. There is a wardrobe, chest of drawers and dressing table. This room has two tub chairs.

- **Bedroom 7**

This room is situated along the corridor after room 3. Being an attic room it has its own dedicated kite winder staircase with a hand rail on one side. This is a single/double bedded room with restricted head room either side of the bed. This room has a velux window. The ensuite has a shower, WC and sink. There is a small wardrobe and a dressing table with a stool. Being a small room there is no space for additional seating.

- **Bedroom 8**

After using the first staircase from reception there are two further steps, follow the corridor until the carpet changes colour. This is a king-size double bedded room with access to each side of the bed. This room has a shower, WC and sink with tiled flooring. There is a wardrobe, chest of drawers and dressing table. This room has a two seater sofa.

- **Bedroom 9**

After using the first staircase from reception there are two further steps, follow the corridor, the carpet changes colour and there is one further step up to room 9. This room can either provide two 3 foot single beds or one 6 foot double bed. When this room is made up as two singles; both beds can be accessed from both sides. This room has a spa bath with overhead shower, WC and sink with tiled flooring. There is a wardrobe, dressing table with drawers. This room has a two seater sofa.

- **Bedroom 10**

After using the first staircase from reception there are two further steps, follow the corridor, the carpet changes colour and there is one further step upto room 10. This is a king-size double bedded room with access to each side of the bed. This room has a spa bath with overhead shower, WC and sink with tiled flooring. There is a wardrobe, dressing table with drawers. This room has an additional high backed chair.

- **Bedroom 11**

After using the first staircase from reception there are two further steps, follow the corridor, the carpet changes colour and there is one further step and room 11 is at the end of the corridor. This is a king-sized double bedded room with access to each side of the bed. This

room has a spa bath with overhead shower, WC and sink with tiled flooring. There is a wardrobe, dressing table with drawers. This room has two high back chairs.

All rooms have the following facilities:

- Wall to wall carpeting
- Tea & Coffee making facilities
- Hair dryer
- Synthetic duvet and pillows
- Additional pillow and blanket in the wardrobe
- Guest Information folder and leaflets
- Iron & Ironing Board (Rooms 5, 6, 8, 9, 10 & 11)
- Colour Television and DVD with remote
- Complimentary toiletries
- Towels
- Clock radio alarm (Rooms 1, 2, 3 & 7)
- iPod docking stations with radio alarm (Rooms 5,6, 8, 9, 10 & 11)
- Free Wifi access

Additional Information

- We do not permit smoking inside the building, however, a designated smoking area is provided outside.
- In the event of a fire the alarm will sound, please advise us if you have a hearing impairment and might not hear the alarm.
- We are happy to refrigerate any medication.
- We cater for vegetarian, vegan, gluten and lactose free diets.
- Mobile phone reception can be patchy depending on your network, but in some surrounding areas there may be no signal.
- Please see your Guest Information folder for further information about Southview.

Contact Information

Address:

Southview House
27 Cross Street

Windermere
Cumbria
LA23 1AE

Telephone: 015394 42951

Fax: 015394 46743

Email: admin@southview.co.uk

Website: www.southview.co.uk

Local accessible taxi numbers: 015394 44644, 015394 46664

We welcome your feedback to help us continuously improve if you have any comments please phone 015394 42951 or email admin@southview.co.uk

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