



Access Statement

Introduction

Our home is set in a riverside location in the city centre of York and offers five guest rooms. The house is a Victorian property 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 steps into the house and we only have guest rooms on the first floor which is accessed by a steep flight of stairs. The doors and stairs make the property unsuitable for wheelchair users.

Pre-Arrival

- We are located close to the city centre and only a short distance from the train station. We have our own private car park adjacent to the house.
- The nearest shops are approximately ¼ mile away.
- The nearest bus stops are at the train station and provide good access to the surrounding county.
- The nearest railway station is York which is approximately 0.5 miles away. Taxis are usually available at the station but we can book one for you in advance if required.
- There are several local taxi companies; we can make bookings in advance for you.
- We have one small dog and regret that we are therefore unable to accommodate guest pets of any type.
- Menus can be provided in large print if required. We regret we do not have facilities to prepare documents in braille.
- Our website www.abbeyghyork.co.uk provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, post or e-mail. Please see the "Contact Information" section of this document for full details.

Arrival and Car Parking

- Please advise us of your anticipated arrival time so that we can be sure we are here to welcome you. Please also advise whether you will be arriving on foot or by car.
- We are flexible with arrival arrangements – providing you tell us your arrival time we will arrange to be here to greet you. If you arrive prior to 1pm then we cannot guarantee that your room will be ready for occupation, however you are welcome to come into the house, sign in,

collect the key to your room and leave your luggage or park your car with us at that time.

- Parking is on a gravel car park adjacent to the house. Please park in a marked bay as close to other vehicles as possible.
- If we have space and by arrangement only, we are also happy for guests to leave their cars in the car park free of charge on the day of their departure.
- We also have a yard to the rear of the property which provides secure uncovered parking for cycles and motorbikes. Other than for this purpose the yard is not accessible to guests.
- We offer assistance with luggage.

Main Entrance

- There are three steps of 9 inches up to the front door with no hand rail.
- The front door is normally locked so please ring the doorbell in the middle of the door on your arrival.

Guest Accommodation – Public Areas

- The house is a typical Victorian terraced property.
- The guest dining room is immediately on the left as you enter the property and is on the same level as the entrance hall.
- There are 14 stairs to the first floor; there is a hand rail on one side of these stairs. The stairs are carpeted.
- There are unfortunately no downstairs toilet facilities for guest use.
- We have five guest bedrooms which are all on the first floor (please see section “Bedrooms” for more information).
- The house is centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements.

Lounge and Dining Room

- Guests are welcome to use the dining room at any time.
- A selection of local information, maps and books is available in the dining room.
- Breakfast is served in the dining room.
- The dining room has a laminate floor.

Bedrooms

- All bedrooms are on the first floor and are carpeted throughout.
- At the top of the stairs there is an additional step to the left of approximately 3 in.
- There are en-suite facilities in all rooms consisting of a shower, WC and wash basin. In room 4 there is a bath with shower over. In the other four rooms all showers are of the ‘step in’ variety with a step of approximately 6 inches. Some bathrooms have laminate flooring, some have carpet.
- Tea and coffee making facilities are provided.
- We also provide a hair dryer and electric fan.
- Our beds are made with either feather or synthetic duvets. All pillows are usually feather.

- Synthetic duvets and pillows are available at all times if preferred.
- We are happy to provide a top sheets if preferred. Please specify before your arrival if required.
- There is hanging space and drawers or shelves in each room.
- Our bedrooms all have at least one comfortable chair.
- There is a folder in each bedroom which contains further information about the house and details of emergency contacts and fire evacuation procedures are provided on the back of the bedroom doors.

Bedroom 1

- Bedroom 1 is to the left at the top of the stairs and round to the front of the house.
- There are no steps in the room.
- This room has a 4ft 6in four poster iron framed double bed with access from both sides.

Bedroom 2

- Bedroom 2 is to the left at the top of the stairs and round to the front of the house.
- There are no steps in the room.
- This room has a 4ft 6in four poster iron framed double bed with access from both sides.

Bedroom 3

- Bedroom 3 is to the left at the top of the stairs.
- There are no steps in the room.
- The room has a 4ft 6in wooden framed double bed with access from both sides.

Bedroom 4

- Bedroom 4 is straight ahead at the top of the stairs.
- There are no steps in the room.
- The room has a 4ft 6in wooden framed double bed with access from both sides and additionally a wooden futon sofa which can be made into a 4ft double bed for additional sleeping space.
- There is a bath with shower over in this room.

Bedroom 5

- Bedroom 5 is on the right at the top of the stairs.
- There is a step of approx 3 in into the room.
- This room can either provide two 3 foot single beds or one 6 foot double.
- In either configuration the beds can be accessed from both sides.

Gardens

- We have a small front garden with lawns and beds and a terrace across the front of the house.
- Guests are very welcome to enjoy our garden and terrace at all times.
- Access to the garden is via gates at the front of the property.

- There are steps going down through the garden from the front door to the front gate and then onto the riverside walk footpath. The footpath can also be accessed via the side gate and round through the gap in the wall and down a slope.
- Garden chairs and tables are available for guest use.

Additional Information

- There is a fire extinguisher in the entrance hall and another at the top of the guest stairs.
- In the event of a fire a fire alarm will sound. Please advise us if you have a hearing impairment and might not hear this.
- All bedrooms currently have smoke detectors which are very sensitive.
- The building can be evacuated via the door at the bottom of the guest stairs. In an emergency there is also an exit via our kitchen which is to the left at the bottom of the stairs.
- We do not permit smoking at all in the house or the garden.
- We are happy to cater for special diets or any particular likes or dislikes. Please advise us of these before your arrival.
- We are happy to refrigerate any medication. You are also welcome to keep any perishables in the small fridge in the guest dining room.
- Mobile phone reception at the house is generally ok and we have wireless internet access throughout the property.

Contact Information

- **Address:** Abbey Guest House, 13/14 Earlsborough Terrace, Marygate, York, YO30 7BQ
- **Telephone/fax number:** is 01904-627782. When we are away from home this number is diverted to our mobile phone.
- **E-mail address:** info@abbeyghyork.co.uk
- **Website:** www.abbeyghyork.co.uk
- We are open all year but do take holiday at varying times of the year, please ask for details.

Future Plans for our Guest House

- In January 2008 we are having room 2 renovated to include new furniture, en-suite and carpet etc. Room 1 will be renovated similarly in April 2008.
- We are planning to install flat screen digital TVs in all our guest accommodation
- The fire alarm system will be upgraded in 2007.

If you require further details or have any comments about the services we provide do not hesitate to contact us.