

# **Access Statement For Swanage Haven**

## **Introduction**

We are an 8 bedroomed guest house, in a coastal seaside town, we are set in a quiet residential street 300yds from the beach, the house is an Edwardian villa, which is over 100 yrs old.

Whilst we aim to meet the needs of all our guests the period features will make access for less able bodied guests difficult. We have no ground floor WC's or ground floor rooms, so this would make it difficult for wheelchair users and less mobile users.

## **Pre-Arrival**

- We are located at the beginning of a residential street with our own off street parking.
- The nearest shops are approx half a mile away
- The nearest bus stop is at the end of the road which is 1 min walk, buses run hourly and service is very poor in the evening.
- The nearest railway station is Wareham which is 10 miles away, Taxis are usually available, but we can book one in advance if required.
- We do not accommodate Dogs
- our website [www.swanagehaven.com](http://www.swanagehaven.com) shows comprehensive pictures of all our rooms and facilities we provide.
- You can contact us by telephone, fax or email. Please see contact information section of the website or this document

## **Arrival & Car Parking Facilities**

- Check in is from 5pm where we will be here to warmly welcome you.
- Parking is on a level drive, off road and we have available parking for all rooms.
- We do offer assistance with Luggage.

## **Main Entrance & Reception**

- There is a slight lip on the tiled entrance no more than 1/2 inch then a step of 7 inches to enter the building.
- The front door is locked and to enter on your arrival you will have to

ring the door bell. You will then be given an electronic door chip to enter and leave freely.

### **Public Areas - General (Internal)**

- The House is large and tall in height consisting of 2 floors plus the ground floor.
- The reception hall leads to the lounge, breakfast room.
- There are 23 stairs to the first turn in the stairs and another 3 to the first landing, another 8 stairs to the second turn and another 5 to the second floor.
- We have 8 guest bedrooms, please see the section Guest bedrooms, further in this document.
- The House is centrally heated throughout but temperatures can be adjusted to suit individual needs.

### **Public Areas - WC**

- We have no public WC, all WC;s are contained in rooms on the 1<sup>st</sup> & 2<sup>nd</sup> floor

### **Lounge & Dining Room**

- The Lounge has wooden flooring with a large rug, two sofas and one chair with a bar and large screen walled TV, we also have an open fire which is lit during cold weather.
- Breakfast is served in our dining room which has carpet flooring. and eight separate tables to service all rooms.

### **Garden Area**

- We have a garden accessible from the side of the house down 2 steps of 5 inches, the garden has a seating area which has a step of 5 inches and a hot tub which has to be stepped into. We can to assist move seating to non stepped level areas.
- The Garden has lawned areas and plant beds to the side, with decking area to the back containing the hot tub.

## **Bedrooms**

- 5 Bedrooms are on the first floor, 2 rooms on the second floor.
- All rooms are en-suite, most containing a shower and WC basin, three contain Bath, shower and WC & basin.
- All are fully carpeted and have tea and coffee making facilities plus bottled water, biscuits and local chocolates
- All beds have duvet, changed from winter to summer quilts when weather permits, all pillows are synthetic
- There are wardrobes, chest of draws and seating areas in all rooms
- There is a folder in each room containing users guide and local information etc.

## **Additional Information**

- There are fire extinguishers in all halls and landings
- In the event of a fire the fire alarm will sound, please advise is if you have a hearing impairment as you might not hear this.
- The building would be evacuated by the stairs then out to the front of the house, in an emergency there is an exit though our residence to the back of the house
- We do not permit smoking in the house at all. But you may smoke outside anywhere.
- We are happy to cater for special diets, please advise before arrival
- we have no problems with mobile phone reception and also offer Wi - Fi connection and a small additional cost.

## **Contact Information**

- Address: 3 Victoria Rd. Swanage, Dorset, BH19 1LY
- Telephone: 01929 423088
- Fax: 0870 285 1746
- Email: [info@swanagehaven.com](mailto:info@swanagehaven.com)
- Website: [www.swanagehaven.com](http://www.swanagehaven.com)

**We welcome your feedback to help us continuously improve if you have any comments please phone 01929 423088 or email us on [info@swanagehaven.com](mailto:info@swanagehaven.com).**