

## Access Statement Athole House

### Introduction

As well as being a B&B, Athole House is also our private home. It is located in a quiet residential street just outside the city centre. A normally fit and able-bodied person will take about 10-12 minutes to walk to the southern end of the centre, 15-20 to the Abbey, and 25-35 to the Circus or Royal Crescent. The house is almost one and half centuries old, 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. All rooms are on the first floor (i.e. up one wide flight of stairs). We have off-road parking in our own grounds, and the distance from the car to the front door – a level walk – is about 10 m. All doors and the staircase are wider than average, and all ceilings are high in keeping with a large Victorian mansion. All rooms are above average size for British houses, and some of them are particularly large.

### Pre-Arrival

- We are located in a quiet residential street with plenty of parking in our own grounds on a level with the house.
- The nearest shops are approximately 500 yards away. There is a shopmobility scheme available in town. We will be pleased to provide details on request.
- The nearest bus stop is about 300 yards away. Bus services are very frequent. But as we are very close to the centre, taxi fares usually work out at little (if any) more than the bus fares. Most able-bodied guests therefore walk into town (downhill), while some take a taxi back at times (approx. £5 including gratuity from the Abbey).
- The nearest railway station is Bath Spa which is less than a mile away. **We offer a free pick-up and drop-off service at the railway/bus station. Alternatively, we drop off guests' luggage at the station at the time of departure** if guests want to spend more time in town on the day of departure.
- There are several local taxi companies; we can make bookings in advance for you. Numbers of taxi companies are also indicated in your room information pack. Some taxi companies also offer vehicles for guests with special needs.
- We have a cat and regret that we are therefore unable to accommodate dogs with the exception of guide dogs.
- Menus and other printed matter can be provided in large print if required. We regret we do not have facilities to prepare documents in braille.
- Our website [www.atholehouse.co.uk](http://www.atholehouse.co.uk) provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, text, e-mail or fax. Please see the "Contact information" section of this document for full details.

### **Arrival and car parking**

- Unlike most other hotels and guest houses, we do not have standard check-in times. Rooms are normally ready by about lunchtime. It would help our planning, however, if you could advise us of any arrival times before 3 pm or after 7 pm. If your rooms are not ready, you are welcome to drop off your luggage and leave your vehicle while you visit the town. Alternatively you may wait in our conservatory until the room is ready. You are also welcome to leave your car in our car park all day on your day of departure.
- Parking is on a level drive in front of the main door, and the distance from the car to the front door – a level walk – is about 10 m. Please drive through the large gate along the wide path to the parking area. If the electronic front gate is shut, please ring the front door bell or knock so that we can open it for you. Parking is free of charge. The drive is made of tarmac. Other areas of the walkway are paved. The car parking area and walkways are lit.
- We provide assistance with luggage and carry luggage to the rooms as part of our normal service for all guests.

### **Main entrance and reception**

- There is one small 8 cm (3") step into the house, followed by a 15 cm (6") step into the main hall.
- The front door is usually closed. Please ring or knock on arrival. You will then receive a key to the front door for unrestricted access.
- The reception area is on the same level as the hall, with seating arrangements and a personal computer for guests' use.

### **Guest accommodation – public areas**

- The hall leads into the reception room, breakfast room and conservatory which is open for guest use.
- We do not have a lift.
- There are 14 stairs to a landing between the ground floor and the first floor, and then another 5 to the first floor where all guest rooms are located. The stairs are particularly wide for a private house, and there is a hand rail on one side of these stairs. The stairs are carpeted.
- There is a downstairs restroom that is available to guests at all times.
- The house is centrally heated 24/7 with individual thermostats on all radiators.
- All rooms, public areas and our private rooms are equipped with fire alarms (acoustic warning signal), and there is at least one fire extinguisher on every floor of the house. Procedures in the event of fire are explained in each hallway and room. We have a valid fire certificate with state-of-the-art systems in place.
- There are no public telephones in the public area, but all rooms are equipped with direct dial phones. Emergency calls etc. can also be made from reception.

## **Conservatory and dining room**

- Guests are welcome to use the conservatory at any time.
- The conservatory is a proper plant conservatory constructed in Victorian times and not an extension of the house. It is therefore not connected to the central heating system, but has two gas fires.
- The conservatory has a sofa and various chairs.
- The conservatory is tiled.
- A selection of local information, maps, magazines and board games is available in and around the conservatory.
- Breakfast is served in the dining room.
- The dining room has a laminate floor.
- We are not licensed for the sale of alcohol.
- Our breakfast is much more comprehensive than what you would normally expect for a B&B. We can cater for all generally encountered dietary requirements with ease. But please let us know at least 24 hours in advance if you need particular ingredients or foods.

## **Bedrooms**

- All bedrooms are on the first floor and are carpeted throughout.
- There are en suite facilities in both rooms consisting of a shower, WC and wash basin. Bathrooms are tiled.
- All bathrooms have single-hand mixer taps.
- The hot water supply is thermostat-controlled and supported by a state-of-the-art pressurisation system. A consistently strong and warm water jet is therefore ensured in the shower.
- Tea and coffee facilities are provided.
- Cold drinks are available from a mini-fridge.
- We also provide a hair dryer, high-class toiletries, sewing materials, a selection of books.
- Our beds are normally made with duvets. All pillows are synthetic.
- We are happy to provide sheets and blankets if preferred. Please specify before your arrival if required.
- There is a plenty of wardrobe space, and a work area with a desk in each room.
- Each bedroom contains a safe.
- Additional seating is provided in all bedrooms.
- There is a folder in each bedroom which contains further information about the house and details of emergency contacts including doctors and hospitals.
- All rooms have digital TVs with about 40 English-speaking and about 100 foreign-language channels. Remote controls are always available in the rooms. All text services etc. offered by the various channels are available. The televisions are not connected to phone lines, however.
- All rooms feature digital direct-dial telephones. The acoustic and visual signal can be programmed as required. Phone charges are indicated clearly. Each room can be called directly from outside. Incoming calls are free. Wake-up calls can be programmed on the phones and are also free. Calls between rooms are also possible (free). Emergency numbers are clearly indicated.

- Details of sizes of rooms, including a floor plan with indication of bed sizes etc. are available on our website.
- The rooms are well lit by a number of light sources.
- All rooms offer a free wireless broadband signal for your laptop.

### **Gardens**

- There are gardens to the front and rear of the property.
- Guests are very welcome to enjoy our garden at all times. Deckchairs and other garden chairs are seasonably available for guest use.
- There are a number of steps and uneven surfaces around the garden.
- There is a patio outside the front door which can be accessed without climbing any further steps.

### **Additional information**

- There is a fire extinguisher in the entrance hall and another at the top of the guest stairs. There are additional fire extinguishers in the guest and private kitchens and on our private top floor.
- In the event of a fire an acoustic alarm will sound. Please advise us if you have a hearing impairment and might not hear this.
- The building can be evacuated via the front door. In an emergency there is also an exit via our guest kitchen (through the dining room). Please gather by the front door so that we can ensure that nobody is left inside the house in the event of a fire.
- We do not permit smoking in the house or anywhere on the premises.
- We are happy to refrigerate any medication. We can also keep any perishables in our fridge for a limited period. You are also welcome to use the room mini-fridge, which is stocked with drinks and snacks, for your own refreshments.
- Mobile phone reception is possible throughout the house and area.

### **Contact information**

- **Address:** Athole House, 33 Upper Oldfield Park, Bath BA2 3JX
- **Telephone:** +44(0)1225 320000.
- **Fax:** +44(0)1225 320009
- **Mobile phone:** Our emergency mobile phone number is displayed opposite the reception door.
- **E-mail address:** [info@atholehouse.co.uk](mailto:info@atholehouse.co.uk)
- **Website:** [www.atholehouse.co.uk](http://www.atholehouse.co.uk)

### **Future plans for our house**

- We have just made major improvements to all areas, but if you have specific access issues, please contact us so that we can examine if and how we can cater for your specific needs.

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