

Access Statement for the Watermark Guest House Looe Cornwall

Introduction

We aim to cater for the needs of all visitors in our 9 bedroom Bed and Breakfast/Guest House. The following statement is a summary of our provision. If you have any specific questions, please feel free to call us and we will Endeavour to help.

Pre-Arrival

- The main train station is 15 minutes away by Foot, or Taxis readily available from the rank outside station. The bus stop is approx 5 minutes away from main reception door.
- We have a website with photographs of each guest room, with Descriptions, Facilities and floor levels
- You can contact us via phone or email (details below).

Arrival & Car Parking Facilities

- There is a Guest Car park for 6 cars and access down 12 wooden stairs to rear entrance of Guest Accommodation.
- Situated on the third floor, reception and dining areas are on the ground floor.
- There is free car parking on the road leading up to the premises should our facilities be full, with low kerbs and a slow gradient.

- Assistance with luggage is always offered to all guests.
- All Entrances areas are fully lit at night.
- Guide dogs are welcome and feeding and water bowls provided.

Main Entrance & Reception

- Entrance is into guest Lounge/Dining area and reception.
- Staff on duty at all times.
- Guests escorted to rooms and facilities explained.
- Corridors are fully carpeted with handrails down all stairs; The Lounge dining area has carpets and solid oak flooring of an even level surface.

Public Areas – General (Internal)

- Guest dining room has fitted carpets and lounge bar area has Solid Oak floors, and even surface with no tripping hazards.
- Corridors and guest bedrooms, all carpeted, Bathrooms all tiled with lino flooring and no tripping hazards.
- A bell is available on reception should this be unattended.

Public Areas – WC

- Guest bedrooms are all en-suite
- The public areas have downstairs toilets, with level access.

Dining Room/Bar Lounge

- Breakfast is served in the Dining room on the ground floor.
- Furniture is flexible and can be moved on request.
- Circular table has under space of 67cm height (legs on each corner)
- There are chairs without arms which can be moved.
- We do play background music in areas of the dining room only.
- Full waitress service is available.
- Vegetarian, Gluten free and all other diets are catered for.
- The bed and breakfast is non smoking throughout the premises.

Emergency Procedures

- The Watermark is fitted with the latest Fire and Smoke Detection System and fully compliant to Government Standards
- There is emergency lighting throughout.

- Guests with impaired hearing should make this known on arrival.
- Emergency procedures are shown in each room on back of room doors.

Laundry

- Drying facilities provided to guests on request.

Shops Facilities

- The town is about 15 minute walk away, with continuous gradient down the Hannafore lane(behind the building is pedestrian after 200 yards, but very steep in places.
- Parking can be found in town centre with easier access to the shopping areas.

Bedrooms

- All bedrooms are over three floors, with a secure lockable door on all; Balconies are compliant height for building regulations. All patio doors feature a 5 inch step out. And all patio doors are lockable
- Televisions all have remote controls and teletext/subtitles.
- Carpets are all fitted short pile, with Lino floors in bathrooms.
- Lights are fitted with low energy bulbs.

- All corridors are fully lit 24 hours a day.

Bathroom, Shower-room & WC (Ensuite)

- Our doors are all Fire resistant to 30 mins, with widths 78cm inward opening
- All shower cubicles have an average step/edge of 14cm high
- The bath edge is 47cm high, and situated in Tavy, Camel, Fowey rooms
- Most basins have clear under space of approx 86cm high
- Good colour contrast of floors and White Tiles/bath panels
- All rooms are en suite.

Grounds and Layout

- Terrace suite features a roof garden accessed from concrete walkway, and wooden bridge with handrail, approx 25 cm step up
- Surface is tiled area and level with various planting areas, pots etc

Additional Information

- Camel, Tamar, and West Looe rooms are adjoining with access for carers
- Fridge facilities are available in the kitchen adjoining Dining area downstairs