

# 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 may make access difficult for people with limited mobility. There are three steps into the house and all our guest rooms on the first floor which is accessed by a steep flight of fourteen 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.
- 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 (by car). If you are on foot, there is a shortcut which is less than a 5-minute walk at typical walking pace. 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 dog (Pippa), she does not have access to any of the guest areas inside the house.
- We are unable to accept pets.
- Menus can be provided in large print if required. We regret we do not have facilities to prepare documents in braille.
- Our website [www.abbeyguesthouseyork.co.uk](http://www.abbeyguesthouseyork.co.uk) provides current pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone or e-mail. Please see the 'Contact Information' section of this document for full details.

## Arrival

- Please advise us of your anticipated arrival time so that we can be sure we are here to welcome you.
- Check in is between 1100 & 1900 by prior arrangement, at a time convenient to you. We may however be able to accommodate your arrival outside of these times. Please check with us before booking your travel tickets.
- Rooms are ready from 13:00, arrivals ahead of this time are welcome to check in, collect the key to your room and leave your luggage. Rooms can on occasion be accessed prior to 13:00. Please just ask us on arrival.
- Car parking permits are available from the guest house. The parking bays are situated on Frederic Street about 200 metres from the guest house. Parking is also available in Marygate Public Car Park, which is situated immediately behind the guest house.

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## Main Entrance

- Our front door is situated on the river side of the property.
- There are three steps of 23 cms up to the front door with no hand rail.
- The front door is locked so please ring the doorbell to the right hand side of the door, on the Abbey sign.

## Guest Accommodation – Public Areas

- The house is a typical Victorian terraced property.
- The guest breakfast 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. In modern day terms the stairs are steep and the treads are narrow. The stairs are carpeted.
- There are 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.

## Breakfast Room

- Guests are welcome to use the breakfast room at any time.
- A selection of local information, maps and books is available in the breakfast room.
- The breakfast room has a vinyl 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 8 cms.
- 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 'step in' with a step of approximately 15 cms. All bathrooms have vinyl flooring.
- 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. Pillows are feather and synthetic.
- Synthetic duvets and pillows are available at all times if preferred.
- 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 guest information and details of emergency contacts.
- Fire evacuation procedures are provided on the back of the bedroom doors.
- **River View 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 iron framed double bed with access from both sides.
- **River View 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 iron framed double bed with access from both sides.
- **Standard Double** 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.

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- **Superior Double** 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. There is a bath with shower over in this room.
- **Twin/Superking** is on the right at the top of the stairs. There is a step of approximately 8 cms into the room. This room can either provide two 3 ft single beds or one 6 ft double. In either configuration the beds can be accessed from both sides.

## Garden

- 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.
- Smoking and/or vaping is not permitted in the garden.

## 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 have smoke detectors which are very sensitive.
- The building can be evacuated via the front 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 (allergy information is available on request, please note we cannot avoid cross contamination of gluten when toasting) 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 fridge in the breakfast room.
- Mobile phone reception at the house is good.
- We have wireless internet access throughout the property.
- An Iron and Ironing board are available on request.

## Contact Information

- **Address:** Abbey Guest House, 13/14 Earlsborough Terrace, Marygate,
- York, YO30 7BQ
- **Telephone number:** is 01904-627782. When we are away from this number is diverted to our cell phone.
- **E-mail address:** [info@abbeyguesthouseyork.co.uk](mailto:info@abbeyguesthouseyork.co.uk)
- **Website:** [www.abbeyguesthouseyork.co.uk](http://www.abbeyguesthouseyork.co.uk)
- We are open all year, except Christmas and January but do take holiday at varying times of the year, on these occasions we have cover from reliable agencies.

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