

Access Statement for Britten House

Introduction

Colin and Ann are the owners of Britten House which is a magnificent Victorian Townhouse, located on Lowestoft seafront. We are committed to ensuring that everything is done to assist any person with a physical or mobility problems, to have a comfortable and enjoyable stay.

Pre-Arrival

- Telephone, letter, e-mail and on-line availability
- Website accessibility
- Access statement available in different formats/places
- Information about public transport, Types of transport, distance and accessibility
- Distance to town centre (walk and by car/public transport)
- Details of collection service from railway station
- Nearest shop-mobility/hire centre
- Location of Toilets
- Availability of accessible taxis
- Details of suitability of rooms for guests with mobility impairment/visual/hearing impairment for those who are accompanied or un-accompanied - with particular emphasis on the safety of our guests.

Arrival & Car Parking Facilities

- Car parking for Disabled badge holders is ideally located directly opposite Britten house on the WDC car park. The disabled bays are large and outlined in yellow. Parking for card holders is free at all times and there are no time restrictions. The pedestrian crossing has disabled access on and off the pavements and our wide gateway and concrete sloped path makes access to the front door easy.

- Private car parking is to the rear of Britten House for a maximum of 4/5 cars. As you approach Britten House, on the one-way system, turn right into Cliff road and then immediately left into the service road before you reach the traffic lights. For large vehicles, I recommend reversing from Cliff road into the service road and into the car park. We respectfully request guests to be considerate to other users when parking.
- From the rear car park access to the front door is along the gravel path on the right hand side of building.
- There is a lip to the entrance porch and the door is heavy to open. Assistance from Colin or Ann may be required our telephone number is in clear view on the Britten House sign. We are also happy to make arrangements regarding your arrival over the phone or by e-mail prior to your arrival.

Main Entrance, Reception & Ticketing Area

- On arrival you will be given the entry door code which is on the right hand wall inside the porch. This also has a communication button through which you can speak or hear instructions, the entrance door can also be remotely opened from inside our private quarters in the house. Our guests have access at all times and are welcome to come and go as they please.
- Both internal stained glass entry doors can both be opened for entry from the porch to the hallway which is wide and tiled.
- There are no changes in level or steps in the main hall, dining room or lounge.
- The Lounge door is the first door on right and the dining room door is the second door on right from entrance. Both rooms are linked together.
- The reception desk is at the end of the tiled hallway. There is a pad and pen, a hand bell if service is required. Hands free phone is situated here which is for emergency

use only. The hall way and stairs to the left are adequately lit. Spare keys are available on request.

- For mobility impaired guests there is one step from the main hallway to the bedroom corridor, which is to the left, opposite the lounge/dining room. The step is about 10inches high.

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Public Areas - Hall, Stairs, Landing, Corridors etc

- Britten house is on four levels, guests do not have access to the cellars on the lower ground floor.
- Ground floor bedrooms are located along the corridor to the left of main entrance hall
- First and second floor bedroom all open onto large, square landings, with unrestricted access to stairway.
- The route to each guest's room is exactly the same route as for emergency evacuation.
- The assembly point for all guests is on the entrance path, and guests are asked to assemble in order to instantly assess that all guests are safely out of the building.
- A guest information folder is provided in each bedroom, and we are happy to read through the information if requested.
- Free Wi-Fi is available through most of the building and the code can be found inside the front cover of the information folder.
- Carpeting is throughout Britten house with the exception of the main hallway and porch which have original Victorian tiles.

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Public Areas - Sitting room, lounges, lobbies etc

- The lounge is fully carpeted and has an impressive original Victorian tiled fireplace with a wooden surround and grand over-mantle.

- Two comfortable large sofas are situated at either end of the room with two large foot stools, which can also provide extra seating. Numerous coffee tables can be moved to suit.
- A large television with free view is to the far left of the fireplace, partly in front of the sash window, which overlooks the entrance path and side garden.
- There is a large bay window to the front of the house which looks over the garden to the front and sea views.
- There is a double door opening to the dining room.
- Tables from the dining room can be moved into the lounge for guests requiring extra space for mobility to dining tables.

Public WCs

- Public toilet is situated at the end of the ground floor bedroom corridor to the left of the main hallway.
- The toilet is Unisex.
- It is carpeted.
- It is approximately 3'6 wide by 5'6 long.
- There is a small hot and cold hand wash sink and hand towel.
- The door is solid wood with a sign saying Toilet. The door opens inwards.
- The extractor works in conjunction with the light, which is on a pulley cord to the left of the doorway.
- There is one long window on the right hand wall which stays closed for security.
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Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- The dining room has a separate table for each room.
- There are two tables which accommodate four people for use by families. All other tables are for two persons.
- All tables are matching and the chairs are brown leather

and comfortable.

- All furniture is movable. Tables can also be moved into the lounge when more space is required.
- Breakfast is served between 7.30 and 9.00am.
- Any allergy or special diet requirements are ascertained on arrival or during booking of accommodation.
- A large Victorian mirror backed dresser is where cereals, fruit juice and a variety of fresh fruit are placed for our guests to help themselves.
- To the left of the dresser is the doorway to the main hall and to the right is a private doorway to a corridor which leads to the kitchen.
- The main breakfast is served by our waiter and is cooked to order using local produce.
- Preserves are made at Britten House
- The window has stained glass pains at the top and a blind can be lowered when the sun's reflection over the sea is too bright.
- The large Victorian fireplace is on the end wall with a Victorian over mantle. This is directly opposite the fire place in the lounge.
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Laundry

- An Iron and Ironing board are available on request.
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Bedrooms & Sleeping Areas

- We have two en-suite rooms available on the ground floor.
- The room contents for the Bach Suite, double bed (5' King size), Armoire, Antique bureau, two bedside cabinets, two leather tub chairs and small coffee table.
- The Fire alarm is a bell ringing. Anyone with hearing difficulties will be told face to face of any problems.
- The floor is carpeted throughout.

- The room has a high ceiling light, two bedside lights and a standard lamp which can be positioned to suit.
- The guest folder in each room contains all relevant information, this can be produced in large print by request.
- There is level access at the entrance to the room, there is a slight incline between the room and en-suite.
- The television is LCD digital with a flat screen, with built in Free view and integrated DVD player.
- The hospitality tray contains Gold blend coffee and decaffeinated Nescafe, Tea, Horlic's and Cadbury's hot chocolate. Border biscuits in container.
- Filter Water is provided for the water jug and cordless electric kettle, which has a clear strip indicator for the water level.
- Fridge, Fan, Hairdryer, Radio/Alarm clock are provided as standard.
- Quality toiletries are provided and a container with cotton wool and ear buds and tissues.
- Pillows are both foam and feather but they are all hypo-allergenic.
- Extra pillows and blankets are available on request
- Room's are serviced daily unless requested otherwise.
- The carpets and upholstery are steam cleaned after any stay by a guest with a guide dog. No other dogs are allowed.
- Staff assistance/familiarisation tour is available on request. We are happy to help.

Bathroom, Shower-room & WC

- En-suite shower room with a large window with blinds. Size is 10' x 6' there is a slight incline from the bedroom. The shower is a 900 x 900 quadrant unit, with sliding glass doors with an adjustable height shower head and a thermostatic control. The toilet is a standard toilet with soft closure toilet lid. The sink is standard with aerate mixer tap and push/click plug. Storage of toiletries is provided and an illuminated light and shaver socket is

provided. The extractor fan has a self opening electric shutter.

- Flooring is a specially designed Gel/backed carpet.
- A chair is provided in the bathroom.
- Most of the en-suite room is tiled with biscuit/almond tiles with a contrasting décor rail and inserts.
- Toilet brush, bin spare toilet roll and towel holders and provided.

Additional Information

- Evacuation procedure is explained on arrival, it is also the first page in the guest information folder provided in every room.
- Fire assembly point is outside the entrance gate.
- We are happy to assist you with the hiring of equipment, which would assist your stay eg. Wheel chairs etc., Disability equipment can be stored in the entrance hall and Colin will assist in re-charging electric batteries.
- Britten House operates a total No Smoking policy. A cigarette bin is wall mounted to the right of exit gate.

Address:

Britten House
21 Kirkley Cliff Road
Lowestoft
Suffolk
NR33 0DB

Telephone: 01502 573950

Fax: 0845 017 9570

Email: info@brittenhouse.co.uk

Website: www.brittenhouse.co.uk

Grid reference: TM542916

Hours of operation:

Check in on arrival from 16.00hrs (earlier arrival can be accommodated by prior arrangement)

Check out 10.00am (guests can leave luggage and we are happy for leaving guests to use the lounge and facilities throughout the day)

Guests have 24 hour access, via entry code, to come and go as they please.

Emergency number: 07967 984472

Local equipment hire companies: East Coast Mobility

1 Carlton Road

Lowestoft NR33 0RU

01502 514500

Local public transport numbers: 0845 606 6067 Suffolk on board

Local accessible taxi numbers: Five One Taxis 01502 515151

Future Plans

- The path along the side of the house is due to be block paved to match the parking area at the rear which was paved spring 2009.
- Solar lights for the side path.
- The front path is to be tiled with a Traditional English style black and white path.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01502573950 or email info@brittenhouse.co.uk

Created: 4 July 2009