

## **Access statement for Tides Reach Guest House**

We aim to confidently ensure that all our guests at the point of enquiry, inspection or arrival have requests dealt with efficiently and all guests are made to feel welcomed throughout their stay.

The Guesthouse has a front entrance that is reached from the kerb (15cm), has a flat access to the door step (15cm). The doors within the house have 75cm width openings and because they are fire doors, they are heavy.

Please note...although we welcome wheelchair guests, experience suggests that this old building does not lend itself to easy access and therefore some assistance may be necessary and the chair will need to be a collapsible type. A portable ramp is available on request.

We offer the facility to hire a collapsible wheelchair and other aids and equipment.

Guide Dogs are welcomed and are allowed in the dining room. The beach in front of the Guest House is dog friendly all year and there is a side green field that allows exercise. We have a stock of green disposable bags.

Information in the guesthouse is available in large print and there is a Braille menu.

We currently do not have facilities for hearing loops.

Luggage can be offloaded in front of the house with care, but there is a back entrance that guests can bring in their luggage. Help is available always on request but is usually politely offered as a matter of course.

### **Ground Floor**

There are two downstairs bedrooms....a twin and a double. They are not specifically designed for wheelchair use but there are grab rails in the en-suite shower rooms. The showers do not have seats and they are not walk in. they have a raised shower tray.

There is a ground floor lounge with a variety of seating and good lighting. The dining room is also downstairs and the chairs have no side arms All tourist information is easily available on the ground floor. Special diets are catered for by request.

### **General Guest house Information**

- There are six letting rooms all have en suite shower rooms and WC.
- Two letting rooms are situated downstairs and have limited ambulatory disabled access.
- The town centre is 5 minutes walk away, accessible by the flat promenade.
- There is a pelican crossing 20 yds from the entrance.
- There is a bus stop opposite the guest house and a further stop 30 yds away.
- There is a frequent bus service and full timetables are in the Guest House.
- There is a taxi service that runs from the main bus station (approx £8.50) and from the railway station (approx £9) the taxi service is in the village and can be summoned by using the house phone or by request.
- A booklet of detailed information is held in every room.