

# Granny Anne's Access Statement

## Introduction:

Granny Anne's is a no smoking Bed & Breakfast establishment run from an extended suburban home. It comprises two ground floor en-suite rooms and a family suite upstairs consisting of double and twin rooms with private bathroom and separate toilet.

We aim to cater for the needs of all our visitors. The following statement is a summary of our provision. If you have specific questions please contact us and we will endeavour to help.

## Pre-Arrival:

- Email is available on [enquiries@grannyannes.com](mailto:enquiries@grannyannes.com)
- Fax is an extension off our main number 01628 473086
- We have a basic website. [www.marlowbedbreakfast.co.uk](http://www.marlowbedbreakfast.co.uk)
- This access statement is in 16 point; it can be provided in a larger font size by email or through the post.
- Public Transport: Marlow Railway Station is one mile away. Buses run from Marlow to High Wycombe (5 miles) and Henley on Thames (7 miles). The nearest bus stop is in West Street.
- We will meet guests at Marlow or Maidenhead Rail Stations, High Wycombe Rail and Bus Stations and Heathrow airport.
- Wycombe District Council and Asda supermarket 5 miles away both operate shop-mobility schemes  
<http://www.wycombe.gov.uk/sitePages.asp?step=4&contentID=679&categoryID=3619>
- Accessibility equipment hire service. The Red Cross rents a limited stock of wheelchairs to personal callers. 01628 473790
- Radar toilets are located in Higginson Park at the bottom of Marlow town.

- A choice of taxi companies claim wheelchair accessibility. We can provide a list with 'phone numbers, on request.
- *Rider on Call*. A mixture of bus and taxi, this service runs scheduled services, but will pick you up as close as possible to where you are staying along the route for £3 return. It can also take a wheelchair or pushchair. This service operates around the Henley-on-Thames, Marlow and High Wycombe area, passing through many small villages in the Chilterns countryside. Tel 0845 082 0845
- Granny Anne's doesn't have any specific policies restricting who stays with us except that we say we take no children under 5 years old. It is best to discuss suitability of each of our rooms in the light of the individual requirements of the potential guest.

## **Arrival & Car Parking Facilities:**

- On arrival at the property there are no entrance gates, a gravel forecourt leads from the road to the front door.
- There are no speed bumps / traffic calming measures or barriers on the front drive in.
- We have off-road car parking with two designated parking spaces. Priority is given to the infirm and elderly.
- The route from the parking area to the front entrance door is surfaced in gravel.
  - The distance varies from 3 to 8 metres
  - the nearest parking space is 3 metres from the front door
  - The parking area is lit at night by PIR security lights
  - There are no kerbs or steps en route to the entrance.
  - The route to the front door slopes slightly downwards
- If driven in forward the rear of a vehicle is easily accessed.
- The contact phone number is displayed on a post at the front of the property, as is the web address.
- Guide dogs are welcome but there is no special provision for them e.g. dog bowls.
- The signage provided consists of the standard VisitBritain blue, red and white rose symbol with the words Granny Anne's and Bed & Breakfast.
- The door bell rings both inside the front door and on the rear wall of the property. The bell push is illuminated and is 152cm from the ground. Ring it and we'll come.
- We will always help with baggage, etc.

## **Main Entrance & Reception:**

- Approximate arrival times are agreed at the time of booking.
- Assistance is always available.
- The front entrance is the most accessible .
- The front door is single leaf, side hung, 78 cm wide.
- It has one step of 6 cm.
- All guests are welcomed personally. There is no entry phone system to operate.
- Seating can be made available in the front hall.
- We have no loop systems installed.
- Any music that happens to be playing will be turned down on request.
- Pad & pen are available on arrival.
- There are no handrails or grab rails provided.
- The main overhead light in the front hall is bright and uniform. A smaller light is kept on until the last guest is in for the night.
- There is a 95 cm square mat-well immediately inside the front door.
- After this there is a level carpeted hallway. Initially 175 cm square this continues for a further 3 metres at a minimum width of 75 cm.
- Registration normally takes place in the kitchen / dining area at a table 78 mm high, lit with halogen down-lighting. Once registered guests are provided with a key to the front door and one to their room, and can come and go as they like.
- The price to be paid is on the registration document. The font size of this can be made larger on request

- All new guests are given a familiarisation tour of the public areas and their rooms.
- Guests are expected to provide for their service dogs - water bowls, bedding, food. Good walking is nearby.
- Mostly floors are dark, e.g. green ceramic tiles, red carpets. Surrounding skirting boards are painted white, providing good contrast.

### **Public Areas - General (Internal):**

- The hall leads through a door 73 cm wide into the kitchen / breakfast room. This is a ceramic tiled area 5.5 metres square.
- On entry to the kitchen there is a door to the left.
- This leads to a wooden floored lobby with automatic lighting to a good level.
- The two ground floor bedrooms are off this lobby.
- First Floor Access- There is no lift or escalator to the first floor.
- There are eleven stairs from the entrance hall to the first floor, eight to a landing 80 cm square then three more to a landing. These stairs are carpeted and measure 18 cm high, 24 cm deep and a minimum of 73 cm wide.
- Off the landing are the two bedrooms, a private bathroom and separate private WC. The landing and bedrooms are carpeted, the bathroom is ceramic tiled.
- We normally let this group of four rooms together to families, friends and colleagues.
- All doors are opened manually. Guests may lock their bedrooms. Fire doors are not fitted with closers.
- We have no specialised equipment like text phones, voice amplification, inductive couplers, etc
- There is no public payphone but a cordless 'phone is available for guests use and return.

### **Public Areas - WC:**

- Bedrooms are en-suite or have private bathrooms so no public WC is provided
- No adapted WCs are provided; guests may bring their own raised WC seats following prior notification.

### **Breakfast Room:**

- Breakfast is served in the Breakfast Room on the ground floor. There are no steps.
- Furniture is flexible and can be moved on request.
- There are two round tables both with central support. They have under-space of 69 and 73 cm.
- There are chairs with and without arms which can be moved to suit.
- Menus are not provided. We agree your breakfast requirements with you, after you register.
- We sometime play background music in the breakfast room but will turn it off on request.

### **The following are NOT available:**

***Granny Anne's* is a Bed & Breakfast and has no Restaurant, Bar, Lounge, Take Away or Café.**

**There is also no Laundry, Shop, Treatment rooms or other Leisure Facilities.**

**There are also no Conference & Meeting Rooms, Banqueting, Clubs, Entertainment**

## **Bedrooms:**

### ***General, applicable to all bedrooms***

- The fire alarm system – as well as the very loud siren is there a flashing light. In the event of emergency we would come to your room and alert you.
- All bedrooms are carpeted.
- Telephones are not provided in bedrooms (cordless available)
- There are no fixed provisions or aids.
- The sign to each room is in letters and pictorial
- The kettles on the beverage trays are cordless. They have a visual indication of how full they are
- There is no fridge in any of the rooms. Medication may be kept in the kitchen fridge on request.
- Allergies – the entire establishment is no smoking; the house is pet free; the bedding is hypo-allergenic and anti-allergy.
- All bedrooms have beverage facilities, colour TV, hairdryers, robes and wireless internet access.

## **Bedrooms (continued):**

### ***Ground Floor – Seymour Room***

- The ground floor front bedroom, the *Seymour*, is the only one suitable for wheelchair users.
- It is accessed by turning 45° **left** out of the wooden floored lobby mentioned previously. The door is 70 cm wide.
- It is carpeted, approximately three metres square and has a standard double bed 60m high. This can be raised with blocks on prior request. The bed can be moved either way within the available space to provide a 85 cm route to permit left or right transfer.
- The TV has Teletext and remote control. There is no induction loop / infra red
- Lighting – there is central and bedside lighting, dual switched from entrance to bedside. Both are dimmable.

### ***Ground Floor - Gardenia Room***

- The other ground floor bedroom to the rear of the house, the *Gardenia*, suits those with less mobility but not in a wheelchair. It overlooks the garden & has its own door onto the terrace.
- It is accessed by turning 45° **right** out of the wooden floored lobby mentioned previously. The door is 70 cm wide.
- It is carpeted, approximately five metres by 3½ metres and has two standard single beds 57m high. These can be raised with blocks on prior request. The beds can be moved either way within the available space to provide a 85 cm route to provide wider access
- The TV has Teletext, free-to air and remote control. There is no induction loop / infra red
- Lighting – there are wall lights and dimmable bedside lighting.

## **Bedrooms (continued):**

### ***First Floor – Honeysuckle and Magnolia Rooms***

- The rear upstairs room is the *Honeysuckle*, it has a double bed; the front one, the *Magnolia*, has twin single beds.
- The twin beds are 55 cm high; the double is 66 cm high. They can be raised with blocks on prior request.

## **Bath and Shower-rooms & WCs:**

- The *Seymour* and the *Gardenia* are en-suite rooms. They have their own showers, hand-basins and WCs. Also shaver sockets and hairdryers. Both areas have ceramic tiled floors.
- The *Seymour* shower is electric. The style of the enclosure is roll-in with no lip or step up. It is equipped with a seat with a 50Kg weight limit and an extra long shower-head rail to enable seated showering.
- The *Seymour* WC is 42cm high. You may bring your own toilet raised seat on prior request. The door into the en-suite is 72cm wide. Right hand wheelchair transfer is possible. The wash hand-basin lip is 79 cm high with under-space of 67 cm. It is fitted with quarter-turn lever ceramic disc taps
- The *Gardenia* has a power shower in an enclosure 84 cm by 72 cm. The entry has a step up of 24 cm. The *Gardenia* WC light operates automatically.
- The Private Bathroom that serves the two upstairs rooms contains a bath with a power shower over it, plus a hand-basin and shaver socket. The floor is electrically heated.
- There are no grab bars in any of the bathrooms but sturdy suction ones can be fitted in a moment to your direction.

## **Grounds and Gardens:**

- Double doors from the kitchen breakfast room open without steps onto a paved level terrace 12m by 3m to the rear of the property. It has no boundary wall or fence.
- A plastic outdoor table 163 cm by 98 cm with an under-space of 67 cm and four metal framed chairs are provided.
- From the terrace paved steps descend in three 17 cm high stages to a well-stocked garden 13 metres wide with central lawn.
- To the left there is a pond roughly oval in shape with a small cascade running into it.
- After this the garden slopes gently away from the house for 19 metres. There are no gates or other physical restrictions.
- Two wooden benches are available to sit on.
- There is no signage.
- At night automatic soffit down-lighters illuminate the terrace.

## **Additional Information:**

- Evacuation procedure is part of the induction tour. Each room has a sketch map of the escape route. There is a special *Fire Only* key to the right of the front entrance door.
- The proprietors' first priority is to get you to safety; in an emergency we will come to you and guide you.
- All mobile networks have coverage from all bedrooms and public areas and grounds

## **Contact Information:**

- We have no Minicom  
Our telephone number is 01628 473086
- We accept text phone calls via the operator
- Fax is on an extension on the same number
- Email is [enquiries@grannyannes.com](mailto:enquiries@grannyannes.com)
- Website is [www.marlowbedbreakfast.co.uk](http://www.marlowbedbreakfast.co.uk)
- The postal address and physical address are the same:  
54 Seymour Park Road, Marlow, Bucks., SL7 3EP
- The grid reference is 51° 34'44.62"N, 0°46'42.19"W
- Hours of operation: nominally 8am to 8pm
- In an emergency phone the above number at anytime

**We have no future plans to substantially alter the premises**

**We welcome your feedback to help us  
improve; if you have any comments  
please 'phone or email**

**Telephone 01628 473086 and email address  
[enquiries@grannyannes.com](mailto:enquiries@grannyannes.com)**

RT / 31st May 2008