

Access Statement For Twenty Seven B&B

Introduction

Twenty Seven is a small Bed & Breakfast business. It is a 3 bedroom semi-detached, two storey house centrally located in Kielder village. Jill and Terry have worked extensively in the hospitality and disability business and are very open and sensitive to your needs.

Pre-Arrival

- You can contact us via phone or email (details later)
- This access statement is available to download on our website
- Kielder is serviced by one public transport bus on all days except Wednesdays. Sundays transport is available only in the summer season.
- If you find it difficult to access these then please call us and we can discuss how we can provide transport to complete your journey.
- The Village Store is across the road, open 7 days a week and has a post office with cash back facility.
- Kielder has no mobile phone reception for about 10 mile radius and we always ask visitors to identify when they intend to arrive so that we can welcome them, and to update us if their plans change.

Arrival & Car Parking Facilities

- Car parking is available outside the B&B on the residential street immediately adjacent to our lawned area, with further parking available within 50m. Drop kerb access allows visitors to use level tarmac/concrete path to the premises. We have 4 steps, painted for good contrast, and with handrails on both sides leading up to the front door.
- As we will be on site as arranged to receive you then we can offer assistance from your car to the house. The bus stops at the Post Office / shop which is 2 doors down and opposite - about 30m away.
- Our B&B sign clearly identifies us from surrounding residential properties. The village shop is very helpful in alerting us if for some reason we are late or you are early.

- Assistance with luggage is always offered from vehicle to your room.
- There is a street light immediately outside the B&B if your arrival is during hours of darkness.
- Assistance dogs are always welcome, other pets are welcome by prior arrangement. Watering bowls are available - we have our own dogs and understand their needs and concerns.

Main Entrance & Reception

- Main entrance is into our hall and lounge via steps described above, assistance can be given if required. Pad and paper are available. We have no piped music although you are welcome to use our TV and CD, these can be turned down upon request. As we are small, guests are always given a full tour or updated on changes since their last visit and facilities explained. This information is reiterated in the information found in the rooms.

Public Areas - General (Internal)

- Entrance hall level and carpeted. Door (with small threshold) leads via conservatory (tiled floor) to rear exit. Small threshold onto decked area and 4 steps down.
- We currently have no bedrooms on the ground floor.
- Carpeted stairs lead from hall to first floor landing, 14 steps, contrasting handrails on both sides.
- House phone available in conservatory, please ask to use.
- Dogs can be exercised in rear garden or off site.

Public Areas – Conservatory/ Dining Room/Lounge

- Breakfast is served in the conservatory/dining room on the ground floor.
- Seating is flexible and can be arranged to suit.
- No smoking throughout the building.
- Timing is arranged to suit guests' needs.
- Full service is provided
- A full range of diets can be catered for - special dietary requirements should be requested at booking time.

Laundry

- Clothes washing and drying facilities are available in our laundry; we would normally assist with this. Please ask.

Bedrooms

- All bedrooms are on the first floor.
- We have one en-suite family room.
- All bedrooms have locked door with key for it and for main front door.

- TVs have remote control, teletext and subtitles
- Information packs are available in rooms
- Alarm clock
- Torch – in case of power cut or if you are not used to the dark countryside
- Tea / coffee hospitality tray with cordless kettle
- Towels and hospitality soap/shampoo
- Short pile carpet, with rug
- Bed side light and overhead main light - low energy lighting used where suitable

Bathroom & WC [En-suite]

- En-suite shower room
 - inward opening door
 - enclosed quadrant shower cubicle with one 6" step/ledge, thermostatic mixer lever controls
 - WC and hand basin
 - heated towel rail
 - tiled floor - no significant step from bedroom
 - brightly lit

Grounds and Gardens

- Level decked area outside of conservatory stepping down to paths.
- Small private rear garden with table and seating on paved / gravelled area.
- Grassed lawn under refurbishment

- Secure shed for cycle storage.
- Bird feeders
- Accessed via 4 steps from rear of property or by side gate on level access from front of property (paved with gravel in between)
- Wooded area beyond

Additional Information

- Jill and Terry have worked extensively in the hospitality and disability business and are very open and sensitive to your needs. We remember most of our BSL training from our days at the Calvert Trust if communication is a concern.
- We describe ourselves as disability aware and believe that through communication most issues can be overcome.
- Mains smoke alarms provide audible alert in event of fire.
- We are a dog friendly establishment
- We are a no smoking establishment.
- Smoking is permitted in the garden away from doors and windows if it is not an inconvenience to other guests. However, we reserve the right to ask guests not to smoke at times of high risk of forest fire.
- Mobile telephone networks are not available in the village locality; please consider this when trying to contact us on your journey.
- As Kielder is described as the most tranquil place in England and we do not provide unnecessary piped music.
- Fridge space can be arranged for storing medications and special dietary foods

Contact Information

- Address:

Twenty Seven B&B,
27, Castle Drive,
Kielder,
Northumberland. UK.
NE48 1EQ

- Telephone: 01434 250462 (Enquiries/Owner contact)

- Email: TwentySeven@StayKielder.co.uk

- Website: www.StayKielder.co.uk

- Grid reference: NY628935

- Open all year

Future Plans

- Looking to make front stepped easier (2013)
- Looking to make ramped access at rear (2012/2013)

We welcome your feedback to help us continuously improve if you have any comments please telephone: 01434 250462 or email: access@StayKielder.co.uk

Last updated on: 12/04/2011