

Access Statement for Lorna Doone House

Introduction

Lorna Doone House is a 4 Star Guest House situated alongside the River Lyn in Lynmouth. We offer comfortable accommodation and a warm welcome. Our house dates back to the late 1890s and is situated over three floors. It comprises of 6 en suite bedrooms being a mix of twin and double rooms, a lounge and dining room. At the front of the house there is a small seated terrace area where you can enjoy the beautiful views of the River Lyn and Lynmouth

Pre-Arrival

- We have wireless access available at a small daily charge
- Our menus and brochure can be provided in large print
- We are approximately 500 yards from the nearest bus stop. However, public transport is a little limited. The nearest train station is Barnstaple and this is a half hour drive from the village.
- The village of Lynton is connected to Lynmouth by the Famous Cliff Railway which runs daily between March and November.
- Within Lynmouth there are a variety of gift shops and cafes and public houses
- Within Lynton you will also find two local supermarkets as well as a broader range of gift shops, restaurants and public houses
- We can arrange taxi pick ups from local locations
- A mobility service runs in the village one day a week and we can liaise with the Local Tourist Information Office on wheelchair hire
- Our house is suitable for guests with visual and hearing impairment but due to the stairs within the building may not be suitable for all guests who have mobility impairment

Arrival & Car Parking Facilities

- We have a small designated car park with spaces for 6 cars
- The car park is situated alongside Lorna Doone House and we can help with your luggage to your rooms
- The car park is a chip stone surface and then there is either a tarmac path or a tiled floor to enter the house
- We have a front door bell which you can ring to gain assistance and

access to the house. You will be given a front door key when you check in so you can come and go as you need to.

- The main village of Lynmouth is approximately a five minute walk away and includes a gentle incline. During the evening we have outside lighting but there is limited lighting on the walk into Lynmouth.
- The paths and bridge both have slopes suitable for buggies and wheelchairs

Main Entrance, Reception & Ticketing Area

- The main door to the house is approached by a tiled walkway with one step.
- Once in the house there is a lounge and dining room on the ground floor. Please note there are no public toilets on the ground floor
- The bedrooms are situated over the first and second floors. The first floor is approached by a staircase consisting of 12 steps with a small landing and then there are a further 5 steps. There is a standard hand rail on the staircase.
- The second floor is approached by a staircase consisting of a further 10 steps with a small landing followed by a further 6 steps. There is a standard hand rail on the staircase
- Music is played in the guest lounge but can be changed or turned down as required.
- On arrival guests are shown around the house and escorted to their rooms
- The front door is of traditional build. The front door is generally left open until 11.00 p.m in the evening but guests have their own key for their own convenience.
- Guests are asked to fill in an arrival form. This can be completed in your room or in the guest lounge.
- Within the arrival form there is a tick box to indicate if you need assistance in the event of an emergency.

Public Areas - Hall, Stairs, Landing, Corridors etc

- The main hallway is tiled with a carpet rug over the majority of the surface area
- The landings, stairs and bedrooms are all carpeted in a uniform carpet.
- Fire signage is multilingual and visual
- All bedrooms have self closing fire doors as do the doors to the lounge and dining room and our private area
- We have a phone which is available for guest use as required. Guests need to dial 9 to obtain an outside line
- Bedrooms are accessed using a traditional key.
- We have a wide staircase and corridors but they would not be suitable for wheelchair use

Public Areas - Sitting room, lounges, lobbies etc

- The guest lounge has good quality high backed chairs
- High Chairs are available for small children
- Dogs are welcome within the house and there are ample exercise areas in and around the village

Public WCs

- There are no public facilities on the ground floor or outside of guest bedrooms
- There are public toilets approximately 3 minutes from the house in the main public car park opposite the house

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

- The dining room consists of 6 tables which can be joined together in different formats. The chairs are of standard design without arms
- Our menus can be provided in large print
- We can cater for special dietary requirements with advance notice and are happy to amend our menus as necessary
- We have a non smoking policy inside the house but guests may smoke on the terrace.
- We have a bar and wine list available and all drinks and food are brought to you.

Bedrooms & Sleeping Areas

- Our bedrooms are not suitable for wheelchair use
- There is a fire alarm within the building with individual sounders in each room
- On arrival you are asked if you require any special assistance in the event of an emergency
- The bedrooms are all carpeted and have main lights with small bedside lights.
- We have three double rooms with standard beds, one four poster bed, one room with standard twin beds and one room with a zip and link bed which can either provide standard twin beds or a super king double bed. We also have a travel cot and a spare bed for families
- There is a guest information folder in the bedroom. This can be provided in large print upon request.
- Each bedroom has a selection of tea and coffee with a cordless kettle and teapot
- Pillows and duvets are non feather
- Dogs are welcome in all rooms with dog blankets and water bowl available.

En Suite Facilities

All bedrooms are ensuite with either toilet and walk in shower or toilet, bath and overhead shower

- The en suite facilities are of standard design. Rooms with bath have rubber bath mats
- The bathrooms all have laminate wood floors with bath mats
- We have a grab handle and stool available for guests with limited mobility which can be used in any room

Additional Information

- Upon the sounding of the fire alarm guests are requested to meet at the designated meeting point at Oakleigh Bridge opposite the house.
- Mobile phone service is very poor in Lynmouth
- Medicines and special foods can be kept in our main fridge
- We are generally always available. If we are not available we will leave a note indicating our time of return

Address:

Lorna Doone House
4 Tors Road
Lynmouth
North Devon
EX35 6ET

Telephone: 01598 753354

Fax: not available

Email: info@lornadoonehouse.co.uk

Website: www.lornadoonehouse.co.uk

Grid reference: ss729495

Future Plans

- In the future we plan to increase the size of the guest lounge to provide more seating and a small bar area

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01598753354 or email info@lornadoonehouse.co.uk