

## **Access Statement for Radnor Guest House, Bath**

### **Introduction**

Radnor Guest House is a late-Victorian terraced house situated in a Conservation Area close to the centre of the city of Bath. As such, the building is not always suitable for people with very limited mobility. The position and layout of the Guest House means we are unable to make significant alterations to change this. Our Access Statement aims to describe Radnor Guest House honestly, to ensure that all our guests will be happy and comfortable during their stay with us.

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

On arrival in the vicinity of Bath, Radnor Guest House is able to be readily located. It is located at no. 9, Pulteney Terrace, which is on Pulteney Road, part of the A36 road which by-passes the city centre. A full written description of how to find the guest house, as well as access to location maps, can be found on our website. A brochure for the Guest House is also available which contains a location map. We are situated about 500 metres to the south of the junction between Pulteney Road and North Parade, opposite Broadway.

If you are arriving by taxi, you can pull up on the single yellow line right outside the guest house. Similarly, if you are arriving in your own car, you can pull up outside the guest house, and ring our doorbell at the front door of the Guest House. We will come out and help you to carry your luggage into the Guest House and to your room for you, We shall also provide you with the parking permit which enables you to park in the 'Zone 2 permit holders only' bays in the public side roads around the guest house.

It is usually easy to find a permit holder parking space within a minute or two's level walk of the front door of the guest house. We are also about 10 minutes' level walk from the Tourist Information Office, Bath Abbey and Roman Baths, which are all in the centre of Bath, and about 12 minutes' walk, or a short taxi ride, from the Bath Spa railway station and bus station, which are adjacent to each other. It is for this reason that many regular customers come back to stay with us time and again.

### **Main Entrance & Reception**

From the public pavement outside the guest house, there is one small step (7" – 175mm) up to the short straight path that leads to the front door of the guest house. From the front door, there is a further small step (6" – 150mm) into the entrance porch and hallway. Thereafter, apart from the main stairs, there are no other changes of level or gradient in the Guest House.

Our experience is such that the entrance hall of the guest house can be accessed from the pavement and through the front door by wheelchair users assisted by other members of the party or by ourselves. Although the hallway between and the dining/breakfast room/lounge area is relatively narrower, these areas, and the two downstairs bedrooms, can be negotiated by wheelchair. Similar points are applicable to pushchairs/child buggies.

### **Public Areas - General**

Through the hallway, on the ground floor and level with the entrance hall, there is our dining/breakfast room, which also serves as our reception area. At one end of this room, there is a lounge area with two leather armchairs, and free internet access via our computer. Wi-fi is available for those with their own laptop.

### **Public Areas - WC**

All toilet facilities are those private to each individual en-suite bedroom (3 on the first floor, 2 on the ground floor). In addition, there is a small toilet and wash hand basin accessed from our utility room adjoining the kitchen.

### **Bedrooms**

All our bedrooms are on either the ground floor or the first floor of the building. The ground floor rooms (two double rooms that can also be used for single occupancy) are accessed directly from the entrance hall with no change of level. The three first floor rooms are accessed via a single narrow, but straight, flight of stairs. Room 1 (twin room) has one further step from the landing to the room. Room 2 (double room) and Room 3 (family room) are accessed via one further step onto the extended landing.

Within the rooms, the bathrooms have step in showers – Room 1 is a square cubicle with a fixed door, the remainder of the showers are larger with shower curtains.

We always offer to carry our guests' luggage to their rooms for them. We accommodate many elderly guests who come back to us regularly, as well as families with babies, toddlers and older children. If you are concerned about accessibility for any member of your party, or would like to specify a room on the ground floor rather than the first floor, then please mention this when you are enquiring about a reservation or making a booking - we will be happy to discuss your requirements with you, so as to ensure that our accommodation is suitable for your needs.

### **Other Information**

If any of your party is hearing-impaired, and uses lip-reading, please let us know at the time of booking or on arrival and we shall then ensure we face this person at breakfast time when asking for food and drinks orders, and at other times.

We make a point of asking about any special requirements, including dietary needs and allergies, when checking in our guests. Please also let us know at the time of booking – we take bookings by telephone or e-mail, and confirm reservations wherever possible by e-mail or letter, so that we are able to take account of any special needs that you may have, and ensure that you have the most comfortable and enjoyable stay with us. If we are unable to meet your needs we will let you know, and try to recommend alternative accommodation based on our local knowledge.

### **Medication**

If any of your party is taking medication which requires refrigeration, we are able to store such items securely in our own fridge – but please liaise with us as to when the medication will be needed in case we are not immediately available. Alternatively, we can provide a cool bag with ice packs for you to keep in your room.

### **Contact Information**

Proprietors – Jane and Peter Briggs

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We welcome feedback **to help us continuously improve. If you have any comments please call us on 01225 316159 between 9am and 5pm or email [info@radnorguesthouse.co.uk](mailto:info@radnorguesthouse.co.uk)**

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