

Lyndale Cottage Guest House Access Statement

Introduction

Our cottage is set on the edge of the market town of Helston and offers six ensuite guest rooms. The cottage is over one hundred years old and whilst we aim to meet the needs of all our guests there are some period features which might make access difficult for people with limited mobility. We are located on a hill and have rooms at different levels and there are steps into rooms. Ceilings are fairly low in some rooms and doors are narrow. Rooms are of typical cottage proportions and not suitable for wheelchair users.

Pre-Arrival

- We are located on an embankment set back from the road
- The nearest shops are just two minutes away.
- The nearest bus stop is just outside the front door, however it is only for west bound buses and should not be relied upon for everyday use. The next nearest is at the bottom of Trengrouse Way.
- The nearest railway station is Redruth, which is approximately 11 miles away. There are connecting buses to Helston and we can check for times if required.
- There are several local taxi companies; we can make bookings in advance for you.
- We regret that we are unable to accommodate dogs.
- Brochures and menus can be provided in large print if required. We regret we do not have facilities to prepare documents in Braille.
- Our website www.lyndalecottage.co.uk/ provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, text, e-mail or letter. Please see the "Contact Information" section of this document for full details.

Arrival and Car Parking

- Please advise us of your anticipated arrival time so that we can be sure we are here to welcome you.
- To ensure your accommodation is ready we ask that guests normally arrive before 12.30pm or after 5.00pm. Earlier arrival may, however, be possible by arrangement.
- A drop off point is available at the front door and there is a step up onto the path and one over the front door threshold.
- Parking is on a level car park at the rear of the property. The car park is lit at night by motion detector sensors. Please park in the marked bays at an angle to facilitate ease of turning and maximise the space available. We have five parking spaces available to all guests.
- We offer assistance with luggage.

Main Entrance

- The front door is always locked please ring the doorbell on your arrival.

Guest Accommodation – Public Areas

- There are 10 stairs to the first floor from the entrance hall; there is a handrail on one side of these stairs. The stairs are carpeted and lead to Rooms 1,2 and 3 and there is one step up into rooms 2 and 3.
- There are 12 stairs, with a handrail, from the lounge door up to the landing to rooms 5 and 6
- The cottage is centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements.

Lounge and Dining Room

- Guests are welcome to use the lounge at any time.
- The lounge has four tub chairs and extra straight back chairs can be moved from the dining room but space is limited.
- The lounge is carpeted and has a log burning fire during cold weather.
- A selection of local information, maps, magazines and board games are available in the lounge.
- Breakfast is served in the dining room.
- The dining room is carpeted with five tables allowing 10 guests to enjoy breakfast at one sitting
- We are **NOT** licensed for the sale of alcohol

Bedrooms

- There are 6 bedrooms, 5 of which are on the first floor and are carpeted throughout. One bedroom is on the ground floor.
- There are en suite facilities in all rooms consisting of a shower with grab rail, WC and washbasin.
- Tea and coffee facilities are provided.
- We also provide a hair dryer.
- There is a wardrobe, a chair and a chest of drawers in each room.
- Our bedrooms are not large enough to accommodate additional seating.
- There is a folder in each bedroom, which contains further information about the cottage and details of emergency contacts including doctors and hospitals.

Bedroom 1

- Bedroom 1 is opposite the top of the stairs leading from the entrance hall.
- This room has a single bed with access from one side and has exposed beams and therefore a lower ceiling

Bedroom 2

- Bedroom 2 is to the right at the top of the stairs and there is one step of 9 inches up to this room.
- This room is a double room with a 4ft 6in bed with access from both sides

Bedroom 3

- Bedroom 3 is to the left at the top of the stairs and there is one step of 9 inches up to this room.
- This room is a twin room with two single beds and can be made up as a king size bed with access from both sides

Bedroom 4

- Bedroom 4 is on the ground floor and leads from the lounge
- This room is a double room with a 4ft 6in bed with access from both sides.

Bedroom 5

- Bedroom 5 is to the left at the top of the stairs that lead from the lounge.
- This room is a twin room with two single beds and can be made up as a king size bed with access from both sides

Bedroom 6

- Bedroom 6 is to the right at the top of the stairs that lead from the lounge
- This room is a double room with a 4ft 6in bed with access from both sides and has sloping ceilings and is a smaller than average room

Garden Patio Area

- We have a garden patio area at the front of the property, which has a bench.
- Guests are very welcome to enjoy our patio at all times.
- Access to the patio is via the main entrance door.

Additional Information

- There is a fire extinguisher at the top of both stairs and breakable glass fire alarm switches located throughout the house.
- In the event of a fire, the fire alarm bell will sound. Please advise us if you have a hearing impairment and might not hear this.
- The building can be evacuated via the door at the bottom of the guest stairs or the door from the entrance hall.
- It is now illegal to smoke in any public building and this includes the guest house.
- We are happy to cater for special diets or any particular likes or dislikes. Please advise us of these before your arrival.
- We are happy to refrigerate any medication. We can also keep any perishables (such as clotted cream!) in our fridge for a limited period.
- Mobile phone reception at the cottage is good.

Contact Information

- **Address:** Lyndale Cottage Guest House
4 Greenbank, Meneage Road, Helston, TR13 8JA
- **Sat Nav:** TR13 8JA
- **Telephone:** 01326 561082. When we are away from home this number is diverted to our mobile phone.
- **Mobile Phone:** for text messages 07733 063748
- **E-mail address:** enquiries@lyndalecottage.co.uk
- **Website:** www.lyndalecottage.co.uk
- We are open all year but do take occasional days off.

If you require further details or have any comments about the services we provide do not hesitate to contact us.