

## **Melrose Guest House**

### **Access Statement**

#### **Introduction**

At the front of the Melrose Guest House is a slabbed patio area. There are two narrow steps to reach the seated area, one 80mm and the second 150mm in height. The patio area offers a wooden bench and a wrought iron table and chairs for guests to sit. Drinks can be arranged to be brought outside on request. There is outside lobby lighting and small decorative garden lights for the evening.

The Melrose Guest House is an elegant, traditional Lakeland stone Victorian built guest house, located in the heart of Ambleside. There are eight guest rooms of varying sizes over four floors. To suit the less mobile, there is a spacious ground floor room. The dining room is at the front of the guest house, also on the ground floor. Ambleside is a small village and is well serviced for public transport and fine restaurants.

#### **Pre – arrival**

All bookings are confirmed via email (if this is problematic via paper and post). Confirmation is usually in the form of an email with terms and conditions included. These can be enlarged by the end user if necessary. Additional information, such as an electronic brochure is available on our website.

We are a couple of minutes walk from the market place where the Ambleside buses start and stop. The buses provide links to both the North, South and to Windermere train station for those taking public transport.

#### **Arrival & car parking facilities**

Parking is on-street. Ambleside operates a disc system, with no restrictions each evening (6pm until 10am). Outside of these hours the owners can provide an Ambleside disk, which enables the holder to park their car (with disk displayed in their window screen) for an hour at a time. This is ideal for unloading bags and suitcases. There are several pay and display car parks nearby and the owners can often describe places nearby to park for free. Cars with disabled parking permits (the “blue badges”) may park outside the guest house for the duration of their stay,

with no restrictions. Assistance will always be offered by the owners to carry luggage or assist persons if required.

There is a door bell at the front porch to summon the owners and the guest house telephone number is available on all correspondence, literature in the front porch and on the signage at the front of the property. This telephone number can be used to call the owners on arrival, or during the day or in the case of an emergency at night.

From the road directly in front of the property, the front porch is 5.5 meters away. It is a tarmac path and plenty wide enough for a wheelchair. The front porch and front patio area are lit up at night.

### **Main entrance & reception**

There are three steps from the front path to the front porch. The first step is 140mm in height; the second is 200mm in height and the third 200mm in height.

The front door opening width is 700mm, which leads directly into the reception area.

In the reception area, there is a visitor's book and pen and there are always registration slips, which can be written on if a message is needed to be left. Check in is normally arranged with guests at the booking stage. If guests expect to be delayed, the owners will make arrangements to welcome guests once informed.

Once registered, guests are issued keys for the duration of their stay, so they can come and go at their leisure.

### **Public areas – general (internal)**

The reception area has laminate flooring. The stairs and upper hallways are carpeted. There is emergency lighting provided as required for normal fire regulations and hence public areas are all dimly lit even at night for safe evacuation in an emergency situation.

All stairways are walled on one side with wooden banisters on the other. The stairways are fairly wide (850mm). There are landings on the first and second floors. All guest room doors are wooden fire doors with traditional mortise key locks.

## **Public areas – WC**

All toilets are enclosed within ensuite rooms or as a private facility for the use of non-ensuite rooms; hence there are no public area toilets.

The toilet and shower facilities for the single room which has separate private facilities are approximately 4m and 6 stair steps away.

## **Dining Room Facilities**

The dining room is located on the ground floor to the front of the property, looking out onto the patio area.

There is generally a dining table per room, but tables can be readily rearranged to suit groups or wheel chair users.

Breakfast is a combination of buffet style and waiter service. If maneuverability is an issue, buffet items can be offered as waiter service on request.

Menus are placed in each guest room for ordering breakfast items the night before. If required, this menu could be enlarged for guests on request. Vegetarian and special diets can be catered for on request.

Packed lunches can be supplied – these would need to be ordered the night before.

Complimentary refills of hot flasks can be provided each morning.

## **Laundry**

Melrose has a laundry facility, used for in-house laundry only. However, the room is made available to guests for storage and drying of wet coats and outdoor gear. The room is not readily accessible, but items can be placed there by the owners of the Melrose and retrieved on request.

## **Leisure Facilities**

Melrose offers as part of the tariff, membership during the guests stay of the Salutation Hotel and Spa leisure complex. The facilities are about 500m away. Access is easy by foot. Helpful leisure facility staff are always on hand and assistance can be given at the reception desk on arrival. Swimming pool, steam room and sauna are a floor below the reception entrance. Access is via a set of stairs. Massages and beauty treatments are available in private consultation rooms off the main reception lobby – these need to be booked in advance.

## **Outdoor Facilities**

At the front of the Melrose Guest House is a slabbed patio area. There are two narrow steps to reach the seated area, one 80mm and the second 150mm in height. The patio area offers a wooden bench and a wrought iron table and chairs for guests to sit. Drinks can be arranged to be brought outside on request. There is outside lobby lighting and small decorative garden lights for the evening.

## **Bedrooms**

There is one double ensuite ground floor room, suitable for access by a wheelchair user.

The digital colour TV is remotely controlled. The flooring is carpeted.

## **Bathroom, Shower-room & WC (ensuite or private )**

Room 1: first floor – shower and toilet ensuite

Room 2: first floor – shower and toilet ensuite

Room 3: first floor – shower and toilet private facilities

Room 4: Second floor – shower and toilet ensuite

Room 5: Second floor – shower and toilet ensuite

Room 6: Second floor – shower and toilet ensuite

Room 7: Lower ground – shower and toilet ensuite

Room 8: Ground floor – shower and toilet ensuite

## **Additional Information**

All evacuation procedures are clearly described on the rear of each guest room door and also again in the visitor welcome pack, in each room.

Fire alarms will sound in the event of an emergency. If there are guests who cannot hear well, it is requested they make this known to the owners, so arrangements can be made in the event of an emergency to evacuate the relevant guests in a safe manner.

## **Contact Information**

Address: Church Street, Ambleside, Cumbria, LA22 0BT

Telephone: 015394 32500

Email: [relax@melrose-guesthouse.co.uk](mailto:relax@melrose-guesthouse.co.uk)

Website: [www.melrose-guesthouse.co.uk](http://www.melrose-guesthouse.co.uk)

Hours of operation: Generally open 8.30am until 7pm; however, in an emergency the owners would be available on the following number:

Emergency number: 015394 32500

**We welcome your feedback to help us continuously improve, if you have any comments please phone 01539432500 or email [relax@melrose-guesthouse.co.uk](mailto:relax@melrose-guesthouse.co.uk)**