

MELROSE GUEST HOUSE

Access Statement

Introduction

Melrose Guest House is a traditional Lakeland stone Victorian Guest House built in the 1880s. The Guest House is located on Church Street, a one way street in the heart of Ambleside. There are eight guest rooms of varying sizes with ensuite or private facilities over four floors, providing bed and breakfast for up to 15 guests.

The dining room is at the front of the guest house, also on the ground floor. The owner's accommodation is separate, at the rear of the property.

Pre – arrival

All bookings are confirmed via email with terms and conditions included (if this is problematic confirmation may be posted). Additional information is available on our website, including photographs of guest rooms and breakfast menu.

Bus stops are located in an adjacent street, Kelsick Road. The buses run frequently providing links to both the North and South, timetables are available in reception. Windermere is the nearest train station 4 miles away from where links to Oxenholme on the West coast main line and onward travel are possible. Taxis and buses are available outside Windermere station.

Contact details for local taxis firms are always available at reception.

Contact

Contact may be made by telephone or email.
Children under the age of 12 are not permitted.
We are unable to accommodate pets.

Arrival & car parking facilities

Check in is between 2pm and 7pm unless otherwise pre arranged.

Each room has free parking for one vehicle at one of two sites, 3 spaces are a five minute walk from the Guest House whilst the others have permits for South Lakeland Council public car parks, the closest of which is 200 mtrs away. Both have level access. Guests will be allocated a space on arrival and provided with a permit and directions, depending upon location. All permits must be returned at check out.

Ambleside operates a street parking disc system, with no restrictions each evening (6pm until 10am). Outside of these hours the owners can provide an Ambleside disc, which enables the holder to park their car (with disc displayed in their window

screen) for one hour. This is ideal for unloading bags and suitcases. Cars with disabled parking permits (the “blue badges”) may park on the street 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 if required.

Main entrance & reception

The main entrance to the Guest House is via the front door located on Church Street.

There is a doorbell at the front porch to call the owners on arrival. Once checked in a doorbell located in reception may be used to call the owners at any time. 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. The owners mobile telephone numbers are displayed at reception when there may be a need to be offsite.

The front door is always latched open, as the internal door is always locked

All guests have a key to open the internal door, the door is opened from the inside by pushing down the handle and automatically locked once the door has been pulled closed..

From the road directly in front of the property there is a tarmac path, 1.5 mtrs at its narrowest point, to the front porch, 3.8 mtrs away. The front porch and front patio area are lit up at night and will automatically go off at 12.30am..

At the front of the Guest House there is a paved patio area. There are two narrow steps to reach the seated area, one 105mm and the second 128mm high. The patio area has a wrought iron bench (430mm high) table (680mm high) and chairs (425mm high) for guests to sit. There is outside lobby lighting and garden lights for the evening. This is the only area where guests are allowed to smoke and a pot is provided for cigarette butts.

There are two steps from the front path to the front porch. The first step is 135mm high; the second is 200mm high. The porch is tiled and a further step 190mm high leads into the lobby.

The main front door opening width is 1mtr, which leads directly into the lobby.

A further internal door 810mm wide, opening inwards leads to the reception area, a table for registration has a height of 770mm. This area has laminate flooring and its narrowest point is 850mm. A library of books and maps are available at reception.

Reception has a good colour contrast and is well lit. A foam fire extinguisher is located beside the door.

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 are no steps. The door is 890mm wide and latched open during breakfast. Flooring is carpet and a self-service cold buffet is provided on a breakfast bar 840mm high. If maneuverability is an issue, buffet items can be offered as table service on request.

The seven tables spaced out in the room have a clearance height of 630mm the chairs a height of 470mm with no arms.

Music is played in the room.

Menus are placed in each guest room for ordering breakfast items the night before. If required enlarged menus are available. Vegetarian, coeliac, vegan and special diets can be catered for on request.

Internal public areas

The stairs and upper hallways are carpeted. There is emergency lighting provided as required for normal fire regulations, therefore 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 (775mm high). The stairways are fairly wide (810mm), 270mm deep. There are 11 steps leading up to a small landing 1.8mtrs by 1metre, a further 5 steps lead to the first floor bedrooms. The landing is 3.6mtrs by 1.8mtrs the narrowest point (805mm) being beside the fish tank. There is a foam fire extinguisher on the landing. There are 10 steps to the next small landing 1.1metres by 1.9metres this landing has a handrail 775mm high in front of the window. A further 4 steps lead to the final landing 4.3mtrs by 2.3mtrs. A foam fire extinguisher is located beside the console table.

All guest room doors are wooden fire doors with traditional mortise key locks.

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.

Laundry

There is a laundry facility, used for in-house laundry only. The room is made available to guests for storage and drying of wet coats and outdoor gear, items are placed there by the owners and retrieved on request.

Guest Bedrooms

Ground Floor

Room 8

- Door 835mm wide, opens inwards handle right
- Carpeted
- King four poster wooden bed, 630mm high
- Smart flat screen TV with remote
- Window seat 510mm high
- Chair
- Sash window push up

Ensuite

- Door 745mm wide, opens outwards handle right
- Tiled floor
- Shower opening width 750mm, step up 230mm
- Basin 960mm high
- Toilet 420mm high

Lower Ground Floor

Room 7

- Door 815mm wide opens inwards handle left
- Step 115mm down to wooden landing 900mm by 1000mm.
- 9 wooden steps, 875mm wide, 200mm depth
- Steps lit and two level banister on Left 420mm and 790mm high
- Small stone landing before step 245mm high down into bedroom

- Carpeted
- Double bed 675mm high wooden frame – no end panel
- Two seater settee mm high
- Room height 2mtrs
- Smart flat screen TV with remote
- Foam fire extinguisher beside window

Single room

- Door 740mm wide, opens inwards handle left
- Single bed 540mm high wooden frame– no end panel

- Fire exit Door 745mm wide, push bar 1035mm high

Ensuite

- Door 735mm wide opens inwards handle left
- Laminate floor
- Shower door opening 530mm door slides right
- Basin 950mm high
- Toilet 430mm high

First Floor

Room 1

- Carpeted
- Door 780mm wide opens inwards handle right
- Bed Super king (or 2 singles) 690mm high divan no end panel
- Sash window opens up, 850mm handle height
- Smart flat screen TV with remote
- Chaise Lounge

Ensuite

- Door 670mm wide opens outwards handle left
- Flooring lino
- Shower, bifold door opening 500mm step 235mm high
- Basin 850mm high
- Toilet 435 mm high

Room 2

- Carpeted
- Door 790mm wide opens inwards handle left
- King Bed 725mm high, metal frame end panel
- Tub chairs
- Sash windows push up handle height 670mm
- Smart flat screen TV with remote
- Fireplace in room, 10mm lip down to tiles

Ensuite

- Door 660mm wide opens outwards handle right
- Flooring lino
- Corner shower slides left opening 510mm, step height 190mm
- Basin 815mm high
- Toilet 425mm high

Room 3

- Carpeted
- Door 590mm wide opens inwards handle left
- Single bed 570mm high wooden frame no end panel
- Sash window push up 770mm high
- Smart flat screen TV with remote
- Basin 865 high

Bathroom (Private)

- 3.5mtrs and 5 steps down to private bathroom
- Door 590mm opens inwards handle left
- Flooring lino
- Shower, bifold middle handle 580mm opening, step 250mm high
- Basin 865mm high
- Toilet 440mm high

Second Floor

Room 4

- Carpeted
- Door 795mm wide opens inwards handle right
- Double bed 685mm high divan no end panel
- Window opens out 140mm high
- Smart flat screen TV with remote
- Tub chair

Ensuite

- Door 670mm wide opens outwards handle left
- Laminate flooring
- Shower, bifold opens left 500mm opening, step 210mm high
- Basin 840mm high
- Toilet 415mm high

Room 5

- Carpeted
- Door 785mm wide opens inwards handle left
- Double bed 660mm high divan no end panel
- Window opens outwards 1.6mtr high
- Smart flat screen TV with remote
- Tub chair

Ensuite

- Door 665mm wide opens outwards handle left
- Flooring lino
- Shower bifold opens left opening 475mm, step height 145mm
- Basin 480mm high
- Toilet 410mm high

Room 6

- Carpeted
- Door 780mm wide opens inwards handle left
- Double bed 685mm high, divan no end panel
- Windows opens outwards 1.5mtr high
- Smart flat screen TV with remote
- Tub chair

Ensuite

- Door 660mm wide opens outwards handle left
- Flooring lino
- Shower bifold opens left opening 400mm, step 140mm high
- Basin 820mm high
- Toilet 415mm high

Additional Information

All evacuation procedures are clearly described on the rear of each guest room door and again in the visitor welcome pack, in each room. The front door is used in the need of evacuation. Smoke detectors are in all rooms and landings.

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: Melrose Guest House, Church Street, Ambleside, Cumbria, LA22 0BT

Telephone: 015394 32500

Email: relax@melrose-guesthouse.co.uk

Website: www.melrose-guesthouse.co.uk

We welcome your feedback to help us continually improve, if you have any comments please let us know.