

Access Statement...

The Old Croque Bed and Breakfast
221 Wells Road, Malvern, Worcestershire WR14 4HF

Introduction

We aim to cater for the needs of all visitors in our bed and breakfast. Our premises are unsuitable for those with a severe mobility disability because of the many steps and stairs. The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help. Tel: (01684) 564522

Pre-Arrival

- We are a non smoking residence but guests can smoke outside, please ask for an ash tray
- There is a local taxi service Tel: 01684 572020 if you would like to make arrangements before you arrive. We can also make a booking for you if required
- Menus can be provided in large print by prior arrangement
- Specific Dietary requirements may also be catered for by prior arrangement
- We have a website www.theoldcroque.co.uk which has photographic images of the two en-suite bedrooms, guest sitting room and breakfast dining room
- You can contact us via Tel 0044(0)1684 564522 or email mail@theoldcroque.co.uk or just call in when passing

Arrival & Car Parking Facilities

- Car parking is available on the drive adjacent to the property, on the road outside and for larger vehicles on a hard-standing opposite by prior arrangement
- We can assist guests with luggage
- Malvern town centre is a 40 minute walk from the Bed and Breakfast or about 5 minutes by car. The Three counties showground is a 10 minute walk with some steep gradients or about 2 minutes by car.

Main Entrance & Reception

- Car parking available on the drive at the side the side of the house is inclined (1in5). Parking in the road outside has level access onto pavement. Hard landscaping to front of house has slightly uneven areas and single step 90mm.
- The approach to the entrance is well lit.
- The entrance comprises a single door 900mm wide and inner door 710mm wide.
- The front door is always locked but we do have a bell at the door.
- The entrance porch is level and well lit.
- There is seating provided in the guests sitting room
- The ground floor is level throughout.

Public Areas - General (Internal)

- An induction loop system is not available
- All bedrooms are on the first floor
- There is no lift to the first floor
- Guest toilets (en-suite) are located on the first floor
- There is no toilet available on the ground floor
- Guest rooms are not adapted for wheelchair users
- The ground floor is level throughout.
- Guest Toilet available on half landing 13 steps from ground floor.
- There are 18 steps from the ground floor to the first floor with a strong stair case rail 0.8 metre high for support
- The covering on stairs and upstairs corridors is carpet
- The height of each step is between 180mm and 200mm
- The guest bedrooms are level throughout.
- The width of corridors range from 880mm to 2000mm
- The width of internal doors range from 710mm to 800mm
- Floors and rooms are not signed with numbers
- Task lighting is available
- All corridors and rooms are well lit

Breakfast room

- Breakfast is served in the breakfast room on the ground floor.
- Furniture is flexible and can be moved on request.
- Table size is 760mm square for seating up to four persons. Under space of 650mm. There are chairs with arms and without which can be moved to accommodate.
- Menus are provided in large print and can be provided by prior arrangement
- Classical background music is normally played in the guest sitting room of the B&B

Guests Sitting Room

- The room is available to all residents for the duration of your stay.

Bedrooms

- There are two en-suite bedrooms both located on the first floor

Red Bedroom

- Door widths (main and into en-suite room) are 800mm and 620mm wide respectively
- Room Height 2950mm
- A double bedded room
- A spacious bedroom e.g. to the side of bed, between bed and dressing table.
- Furniture is moveable on request
- The double bed is 680mm high
- Television/DVD with remote control
- Tea/coffee making facilities
- An armchair (with arms) is provided in the room and a stool for the dressing table
- Wonderful views of Severn Valley from the large east facing window
- Central heating, very good lighting
- Fitted good quality carpet on the floor
- Ample circulation space
- There is an en-suite shower room (see below for details)

Red Room shower-room & WC En-suite

- Door width 630mm, outward opening, with clothes/towel hook on the back
- Free floor space clear of is 630mm x 300mm
- The shower cubicle has a step/edge of 140mm high.
- A lovely tiled shower
- Good quality absorbent towels
- Range of toiletries
- The basin is flat fronted with cabinet below. It is 850mm high.
- The toilet has easy access with available free space .The toilet is 410cm high
- Carpeted good colour contrast of floors, walls, fittings and fixtures

Yellow Bedroom

- Door width (main and bathroom) are 800mm and 700mm wide respectively
- Double bedded room co-ordinated bedding super curtains
- There is approximately 1.1 metres access space on each side of the bed (the bed can be moved left or right easily)
- Height of the room 2.95 metres
- Ample circulation space
- Bed is 56cm high
- There is a TV/DVD with remote control
- Tea/coffee making facilities
- Fitted carpet on the floor good heating and lighting
- Good contrast in décor.
- Large Secondary glazed windows
- There is an en-suite dressing/shower room(see below for details)

Yellow bedroom WC and en-suite

- Door width 700mm wide opening inwards.
- Shower cubicle edge/step is 270mm high.
- A lovely spacious shower tiled with thermostatically controlled shower
- Good quality absorbent towels
- Range of toiletries
- Free floor space 1300mm x 3000mm
- Basin is rounded at the front and is on a pedestal 780mm high
- Toilet is 420mm high
- Good colour contrast of walls, floor and fittings.

Laundry

- We do not provide a laundry service however drying facilities are available on request.

Shop

- A small shop is situated opposite the bed and breakfast for newspapers, soft drinks, ice creams etc.

Grounds and Gardens

- We have a $\frac{3}{4}$ acre enclosed garden which you are welcome to wander in
- The garden has a number of steps and steep inclines

Further Information

- Pets are welcome. We have a room where pets may be kept overnight. Cages should be provided by owners.
- Mobile phone reception is generally good
- In the event of a Fire the Alarm will sound continuously. Further information is given in the guest information pack
- If you require more assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely e.g. hearing impairment.
- We are a no smoking building (smoking is allowed outside - ash trays are provided please ask for one)
- We have a small fridge in the guests sitting room which can be used for medication/food/ drinks and you can put your cold box packs in our freezer
- Hours of operation: Closed 23rd December- 27th December 2007. Hours flexible to business, the B&B is our home so occupied 24 hours. Mainline telephone answered 8am-9pm

We welcome your feedback to help us continuously improve

**I hope you find the above helpful in making your decision to stay with us
Thank you Ian and Ruth**