

Access Statement For Saltgate House

Introduction

Saltgate House bed and breakfast is a grade II listed building in Beccles town centre. Because of our listed building status and the age of the building accessibility is not possible for wheelchair users. We are within easy reach of all local services and there is a bus station across the road which services the surrounding areas.

Pre-Arrival

*There are several local taxi firms and we are happy to book for you, otherwise we can collect from the train station by prior arrangement.

* The bus station is across the road and the train station is about a 5 minute drive or 10 walk.

* We have a dog and are therefore unable to accept any but guide dogs.

*Menus can be provided in large print if required. We do not have facilities to provide documents in Braille.

Arrival & Car Parking Facilities

We have parking for two cars at the back of the house during the week and for four cars at the weekend. People with blue badges have the usual rights outside the house.

We ask that guests arrive after 4 pm unless by arrangement.

There is a slope at the back of the house leading to the back door.

We offer assistance with luggage.

Main Entrance & Reception

- There are two steep steps of 10 inches at the front of the house with gripping handles either side of the front door. Provision for service dogs is available eg bedding, bowls.

Public Areas - General (Internal)

- Neither the dining or sitting room has a door. There is a flagstone floor at the entry and carpeting throughout the rest of the house. The bathrooms have a tiled floor. There are stairs to each of the first floor bedrooms. Thirteen steps to two of the rooms and 15 steps to the other two rooms. There is a bannister . The landing is well lit all day and night.

There is a doorway at the back of the house to the garden.

There is a raised door plate on entry to the sitting room. The sitting room has a large rug and wooden floors.

A selection of maps and leaflets for places of interest is available as are guide books for East Anglia and Norfolk and Suffolk walks

Public Areas - WC

- The public rooms are on the ground floor. The fire alarm is audio only. There is no public WC each room has its own.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- Completely non smoking. Staff assistance is available for people with impairments. Cater for people with various allergies if informed in advance.

Laundry

- A service wash is available if necessary.

Bedrooms

- no bedrooms are suitable for wheelchairs. The fire alarm is audio only and staff would alert guests. TV's have teletext/remote control. Two rooms are twin, one with divan beds. The other rooms have king size beds. One twin bed with private bathroom on the ground floor.

Tea/coffee making facilities are in all the rooms.
kettles are cordless and are filled each day.

Pet free except for ground floor where a service dog could be accommodated.

We use synthetic duvets and pillows.

Each room has a wardrobe, chest of drawers and additional seating.

Each room as an information folder with emergency numbers, opening times etc....

Bathroom, Shower-room & WC [Ensuite or private]

- 4 en suite rooms, one with private bathroom. shower trays are not level entry. None have support rails but non slip mats are available on request.

Grounds and Gardens

Paved courtyard garden with seating.

Additional Information

- There are fire extinguishers on the ground floor and on the landing. The fire alarm is very loud although we would alert guests with a hearing impairment personally in the event of a fire.

The building can be evacuated by the back garden door.

We live on the top floor and there is a bell in the event of an emergency requiring our assistance.

We are happy to refrigerate any medication and to cater for any special dietary needs providing we are notified beforehand.

Mobile phone reception is poor in the house but better in the garden.

Walkers and cyclists are welcome. We have secure storage for bikes and facilities for drying and washing clothes

Contact Information

- Address: 5 Saltgate, Beccles, Suffolk NR34 9AN
- Telephone: 01502 710889
- Fax: no
- Minicom: no
- Email: cazjohns@aol.com
- Website: www.saltgatehouse.co.uk
- Hours of operation: daylight hours
- Emergency number: 01502 710889
- Local carers: community health staff 01502 719801
- Local public transport numbers: Travel line buses 0870 608 2 608
Rail enquiries 08457 4 49 50
- Local accessible taxi numbers: 01502 711 611 01502 716629

Future Plans

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We welcome your feedback to help us continuously improve if you have any comments please phone 01502 710889 or email cazjohns@aol.com
