

# Seymour Guest House

## Access Statement

### Introduction

Seymour Guest House is a 19<sup>th</sup> Century Victorian building set in a peaceful cul-de-sac position in the City Centre of Plymouth, Devon. It is a four storey building with seven guest rooms. As the guest house is over a 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 have seven stone steps leading up to our front door which is the only public entrance and all but one of the guest bedrooms are located on higher floors. Room proportions are not suitable for wheelchair users.

### Pre-Arrival

- We are located in a peaceful cul-de-sac position in the City Centre of Plymouth, Devon. All of the City amenities are within walking distance.
- The nearest shops are 200 metres away.
- The nearest bus stop is approximately 500 metres away and the bus station (Bretonside) is approximately 800 metres away.
- The nearest railway station is approximately 2000 metres away. It takes between 20-30 minutes to walk to The Seymour or taxis are available at the station.
- There are several local taxi companies; we can make bookings in advance for you.
- We are unable to accommodate dogs.
- We welcome children but do not provide cots or high chairs, so you would need to bring these with you. We would need to know in advance if you were bringing any equipment with you as some of our guest rooms and our dining room have limited space.
- 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.seymourguesthouse.co.uk](http://www.seymourguesthouse.co.uk) provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, text, or e-mail. 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 do not normally arrive before 2pm. Earlier arrival may, however, be possible by arrangement.
- We prefer that guests arrive before 8pm. You may be able to arrive later than this by prior arrangement.
- If it is a late arrival or at any other time when we are unable to be available to greet you, we have a key safe outside our front door to which we would provide the combination lock details.
- We do not have any private parking. There is parking available outside the guest house and in the surrounding streets. Please park within a parking bay.
- Parking is free between 6pm and 10am at all other times there is a charge (except Christmas day) payment can be made at the meter or alternatively daily visitor permits can be purchased from us for a small fee (these cover zone H only, please check signage)
- We offer assistance with luggage.

## **Main Entrance**

- There are seven steps of 8 inches up to the front door with a hand rail on one side.
- The front door is normally open but the inner glass door will be closed please ring the doorbell or intercom on your arrival.

## **Guest Accommodation – Public Areas**

- The guest house is a four storey building which is tall and narrow.
- From the front door the entrance hallway leads to the guest dining room, small reception area, stairs to the higher floors, a ground floor double en-suite guest room (room 1), the guest house kitchen and the private accommodation of the proprietors.
- The payment facilities for payment by debit or credit card are situated in the guest house kitchen and there are three steps down to this area. If necessary the keypad from the payment terminal will reach to the top of the stairs.
- There are 11 stairs up to the shower room and WC. (these facilities are used by our 2 standard single bedrooms) and another separate WC available to guests during the day / evening.
- There is a further 5 stairs to the first floor where 3 guest rooms are situated.
- A further 17 stairs takes you to our second floor where a further 3 guest rooms are situated. The staircase makes a turn after 11 stairs and here there is a small landing and a window overlooking the city.
- There is a hand rail on one side of these stairs and a wall on the other side. The stairs are carpeted.
- The guest house is centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements. The heating may be turned off during hot summer periods.

## **Guest Facilities**

- We do not have a guest lounge but guest bedrooms are equipped with chair/s, beverage trays and multi station TVs with CD/DVD players (DVD's are available in the reception area).
- A selection of local information, restaurant details and maps are provided in the reception area.
- Breakfast is served in the dining room which is on the ground floor. Breakfast times are provided in each guest room.
- The dining room has a carpeted floor and padded dining chairs. Space is very limited so it is not suitable for wheelchairs or pushchairs.
- We are not licensed for the sale of alcohol

## **Bedrooms**

- All bedrooms are carpeted throughout.
- There are en suite facilities in all double, twin and family rooms consisting of a shower, WC and wash basin.
- Our 2 single rooms have a wash basin but share a shower room/WC which is situated on the first landing.
- Flats screen digital TV's with Free-view CD and DVD players are in all guest bedrooms.
- Beverage trays with electric kettles, crockery, tea spoons, tumblers, various teas, coffee, cocoa, sugar, sweeteners and biscuits are provided.
- There is a hair dryer, shampoo, soap, shower gel and towels in all guest rooms.
- Our beds are made with cotton sheets, synthetic duvets and pillows with an over cover.
- Extra blankets and pillows are available in all rooms.
- There is a wardrobe, chest of drawers, bedside table/s, alarm clock and lamps in each room.

- There is a folder in each bedroom which contains further information about the guest house, local information and details of emergency contacts including doctors and hospitals. Further information can be found on wall notices including fire procedures.

### **Bedroom 1**

- Bedroom 1 is on the ground floor and has a sash window facing the rear of the property.
- This room has a 5ft (king-size) double bed with access from both sides.
- One (armless) chair.
- En-suite.

### **Bedroom 2**

- Bedroom 2 is on the first floor facing the top of the stairs.
- A single room with a 4ft bed that can be accessed from one side only.
- This bedroom has a tilting UPVC window which faces the front of the property.
- One armless chair.
- Standard (has a washbasin only).

### **Bedroom 3**

- Bedroom 3 is on the first floor the first room on the right hand side.
- A triple room with a 3ft single bed with access to one side only and a 4ft double bed with access to both sides.
- This bedroom has a sash window facing the rear of the property.
- One (with arms) wicker chair.
- En-suite.

### **Bedroom 4**

- Bedroom 4 is on the first floor the second room on the right hand side
- This room has a 4ft 6in double bed with access from both sides.
- This bedroom has a large UPVC bay window (with side openings) facing the front of the property.
- Two leather armchairs
- En-suite.

### **Bedroom 5**

- Bedroom 5 is on the second floor facing the top of the stairs.
- This is a single room with a 3ft bed that can only be accessed from one side.
- This bedroom has a tilting UPVC window which faces the front of the property.
- One armchair.
- Standard.

### **Bedroom 6**

- Bedroom 6 is on the second floor the first room on the right hand side.
- A triple room with a 3ft single bed with access to one side only and a 4ft 6in double bed with access to both sides.
- This bedroom has a sash window facing the rear of the property.
- One velour (armless) chair.
- En-suite.

### **Bedroom 7**

- Bedroom 7 is on the second floor the second room on the right hand side.
- A triple room with a 3ft single bed with access to one side only and a 4ft double bed with access to one side only.
- This bedroom has a tilting UPVC window (with child safety catch) which faces the front of the property.
- En-suite (WC, Shower cubical and washbasin separate in the room)

## **Gardens**

- We do not have a garden but we have a pretty terrace area at the front of the property with flower pots, hanging baskets and a large bench.
- To the rear of the property is our own private yard which is not open to guests but we will store bicycles there on request.

## **Additional Information**

- There are fire extinguishers situated in the owner's accommodation, one in the entrance hall, one in the guest house kitchen, also there is one at the top of each flight of guest stairs.
- If you discover a fire guests can sound the fire alarm by breaking the glass in the red fire alarm box which are situated on every floor.
- In the event of a fire a very loud siren will sound. Please advise us if you have a hearing impairment and might not hear this.
- Detail of evacuation procedures and fire exit locations are located on each landing and in each guest room. Please familiarise yourself with these on arrival.
- Fire exits are all marked with luminous signage.
- We do not permit smoking anywhere in the guest house.
- Vegetarians catered for.
- We are happy to cater for special diets. Please advise us of these before your arrival.
- We are happy to refrigerate any medication. We can also keep any perishables in our fridge for a limited period. Please be considerate to our time when asking to retrieve these items.
- Mobile phone reception at the guest house is generally ok.
- Internet access is available but the signal may not reach the top floor so you would need to bring your lap top down to a lower floor. You are welcome to use the dining room for this purpose. If so please leave the room set as you find it.

## **Contact Information**

- **Address:** Seymour Guest House, 211 Citadel Road East, The Hoe, Plymouth, Devon PL1 2JP.
- **Telephone number:** is 01752 667002. When we are away from home this number is diverted to our mobile phone.
- **Mobile Phone:** for text messages or emergencies is 07709088186
- **E-mail address:** [karen\\_ray\\_cooke@yahoo.co.uk](mailto:karen_ray_cooke@yahoo.co.uk)
- **Website:** [www.seymourguesthouse.co.uk](http://www.seymourguesthouse.co.uk)
- We are open all year accept Christmas and New Year.

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