

# **Access Statement for Lorna Doone House**

## **Introduction**

Lorna Doone House is a 4 Star Guest House situated alongside the River Lyn in Lynmouth. We offer comfortable accommodation and a warm welcome. Our house dates back to the late 1890s and is situated over three floors. It comprises of 6 en suite bedrooms being a mix of twin and double rooms, a lounge and dining room. At the front of the house there is a small seated terrace area where you can enjoy the beautiful views of the River Lyn and Lynmouth

## **Pre-Arrival**

- We have wireless access available at a small daily charge
- Our menus and brochure can be provided in large print
- We are approximately 500 yards from the nearest bus stop. However, public transport is a little limited. The nearest train station is Barnstaple and this is a half hour drive from the village.
- The village of Lynton is connected to Lynmouth by the Famous Cliff Railway which runs daily between March and November.
- Within Lynmouth there are a variety of gift shops and cafes and public houses
- Within Lynton you will also find two local supermarkets as well as a broader range of gift shops, restaurants and public houses
- We can arrange taxi pick ups from local locations
- A mobility service runs in the village one day a week and we can liaise with the Local Tourist Information Office on wheelchair hire
- Our house is suitable for guests with visual and hearing impairment but due to the stairs within the building may not be suitable for all guests who have mobility impairment

## **Arrival & Car Parking Facilities**

- We have a small designated car park with spaces for 6 cars
- The car park is situated alongside Lorna Doone House and we can help with your luggage to your rooms
- The car park is a chip stone surface and then there is either a tarmac path or a tiled floor to enter the house
- We have a front door bell which you can ring to gain assistance and

access to the house. You will be given a front door key when you check in so you can come and go as you need to.

- The main village of Lynmouth is approximately a five minute walk away and includes a gentle incline. During the evening we have outside lighting but there is limited lighting on the walk into Lynmouth.
- The paths and bridge both have slopes suitable for buggies and wheelchairs

### **Main Entrance, Reception & Ticketing Area**

- The main door to the house is approached by a tiled walkway with one step.
- Once in the house there is a lounge and dining room on the ground floor. Please note there are no public toilets on the ground floor
- The bedrooms are situated over the first and second floors. The first floor is approached by a staircase consisting of 12 steps with a small landing and then there are a further 5 steps. There is a standard hand rail on the staircase.
- The second floor is approached by a staircase consisting of a further 10 steps with a small landing followed by a further 6 steps. There is a standard hand rail on the staircase
- Music is played in the guest lounge but can be changed or turned down as required.
- On arrival guests are shown around the house and escorted to their rooms
- The front door is of traditional build. The front door is generally left open until 11.00 p.m in the evening but guests have their own key for their own convenience.
- Guests are asked to fill in an arrival form. This can be completed in your room or in the guest lounge.
- Within the arrival form there is a tick box to indicate if you need assistance in the event of an emergency.

## **Public Areas - Hall, Stairs, Landing, Corridors etc**

- The main hallway is tiled with a carpet rug over the majority of the surface area
- The landings, stairs and bedrooms are all carpeted in a uniform carpet.
- Fire signage is multilingual and visual
- All bedrooms have self closing fire doors as do the doors to the lounge and dining room and our private area
- We have a phone which is available for guest use as required. Guests need to dial 9 to obtain an outside line
- Bedrooms are accessed using a traditional key.
- We have a wide staircase and corridors but they would not be suitable for wheelchair use

## **Public Areas - Sitting room, lounges, lobbies etc**

- The guest lounge has good quality high backed chairs
- High Chairs are available for small children
- Dogs are welcome within the house and there are ample exercise areas in and around the village

## **Public WCs**

- There are no public facilities on the ground floor or outside of guest bedrooms
- There are public toilets approximately 3 minutes from the house in the main public car park opposite the house

## **Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe**

- The dining room consists of 6 tables which can be joined together in different formats. The chairs are of standard design without arms
- Our menus can be provided in large print
- We can cater for special dietary requirements with advance notice and are happy to amend our menus as necessary
- We have a non smoking policy inside the house but guests may smoke on the terrace.
- We have a bar and wine list available and all drinks and food are brought to you.

## **Bedrooms & Sleeping Areas**

- Our bedrooms are not suitable for wheelchair use
- There is a fire alarm within the building with individual sounders in each room
- On arrival you are asked if you require any special assistance in the event of an emergency
- The bedrooms are all carpeted and have main lights with small bedside lights.
- We have three double rooms with standard beds, one four poster bed, one room with standard twin beds and one room with a zip and link bed which can either provide standard twin beds or a super king double bed. We also have a travel cot and a spare bed for families
- There is a guest information folder in the bedroom. This can be provided in large print upon request.
- Each bedroom has a selection of tea and coffee with a cordless kettle and teapot
- Pillows and duvets are non feather
- Dogs are welcome in all rooms with dog blankets and water bowl available.

## **En Suite Facilities**

All bedrooms are ensuite with either toilet and walk in shower or toilet, bath and overhead shower

- The en suite facilities are of standard design. Rooms with bath have rubber bath mats
- The bathrooms all have laminate wood floors with bath mats
- We have a grab handle and stool available for guests with limited mobility which can be used in any room

## **Additional Information**

- Upon the sounding of the fire alarm guests are requested to meet at the designated meeting point at Oakleigh Bridge opposite the house.
- Mobile phone service is very poor in Lynmouth
- Medicines and special foods can be kept in our main fridge
- We are generally always available. If we are not available we will leave a note indicating our time of return

Address:

Lorna Doone House  
4 Tors Road  
Lynmouth  
North Devon  
EX35 6ET

Telephone: 01598 753354

Fax: not available

Email: [info@lornadoonehouse.co.uk](mailto:info@lornadoonehouse.co.uk)

Website: [www.lornadoonehouse.co.uk](http://www.lornadoonehouse.co.uk)

Grid reference: ss729495

### **Future Plans**

- In the future we plan to increase the size of the guest lounge to provide more seating and a small bar area

### **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve if you have any comments please phone 01598753354 or email [info@lornadoonehouse.co.uk](mailto:info@lornadoonehouse.co.uk)**