

## ***ACCESSIBILITY STATEMENT THE ARCHWAY GUESTHOUSE***

13 College Road, Windermere, LA23 1BU

### **INTRODUCTION**

We offer bed and breakfast accommodation 7 days a week. A warm welcome, good food and the comfort of our guests are our priority.

The Archway Guesthouse has been awarded TripAdvisor Certificate of Excellence for Superior Service 2016, 2017, and 2018.

### **PRE-ARRIVAL**

Upon booking guests will be asked if they have any special requirements and we also provide them with walking directions from the station if arriving by train.

### **LOCATION**

We are located in a quiet street of Windermere village just 300 metres from the train station, shops, restaurants and pubs.

### **ENTRANCE**

There are 21 steps from the foot of College Road to the front Archway's front door.

There are a further 17 steps to the first floor which houses two en-suite guest rooms, the Windermere Room (one of our superior rooms at the front, with a view of the fells) and the Grasmere Room (one of our standard rooms at the back of the property).

There are another 13 steps to the second floor which also houses a superior room at the front, the Coniston Room (overlooking the fells and distant lake view) and the Rydal Room, another standard room at the back.

There are no ground floor rooms.

The stairways and corridors to all rooms are well lit along with Fire & Safety procedures clearly displayed.

## BEDROOMS

We have four guest rooms – both double and twin - two on the first floor and two on the second floor. All the bedrooms are fully carpeted and all have ensuite facilities, a comfortable chair, Digital television with built-in DVD player, hairdryer and a hospitality tray with homemade biscuits. The two superior rooms (Windermere on the first floor and Coniston on the second floor) have larger en-suite facilities and both rooms have fell views and the Coniston also has a distant lake view. We also provide toiletries for each room.

## PARKING

There are two available car park spaces at the back of the guesthouse and easy access can be gained through the back of the guesthouse on the main high street in the town centre. There are also no restrictions for parking on College Road.

## ARRIVAL

We are always at hand to take customers luggage to their rooms, if needed.

Every room has a Guest Folder with all the necessary safety and tourism information, from access to and from the guesthouse to the best walks, directions to a wide variety of attractions, activities, eating establishments in and around the area etc. Apart from that we also give an explanation of the pre-order breakfast procedure, the Wi-Fi code, keys of the room and house and answer any questions. Guests also have our mobile phones in case of an emergency and other contacts are written in the information booklet in the Guest folder.

Guests are asked to ring the front door bell if they need assistance.

There is a large dining room table in the breakfast room where guests are welcome to sit and read papers, work on a laptop or relax.

## POLICIES

The entire guesthouse is non-smoking.

## CHECK-IN/CHECK-OUT

Check-in: 3 p.m. till 9 p.m., late check-in available on request

On booking we ask guests for an approximate arrival time and we arrange our day around them.

Check-out: 10 a.m.

## CHILDREN POLICY:

Children over the age of 12 are welcome, but no extra beds can be provided in the rooms.

## SUPPORT FOR THE VISUALLY IMPAIRED

No Accessibility Information is available at this time, but please contact us if you have any questions.

## SUPPORT FOR THE HEARING IMPAIRED

No Accessibility Information is available at this time, but please contact us if you have any questions.

For further information please contact us.