

San Remo Access Statement 26/3/13

Pre-arrival

Information is available on the website www.sanremofalmouth.co.uk.

Information will be printed off at required font size, on request.

Access statement is on the website as well as a printed copy (size 12 font size) available on request.

Location of San Remo

50 yards from Gyllyngvase beach. The beach can be accessed by a slope and the Gylly Café has a beach style wheelchair available. There are park benches at the back of the beach where the beach and sea can be viewed.

The terrain from the guest house to beach is a steep hill going down towards Cliff Road. There are ramps in the road which give a flat terrain to cross the road to the beach or seafront. The sea front is reasonably flat for ease of walking along.

San Remo car park is tarmac and a slight hill into the property. There are 9 steps up to the front entrance with a hand rail (steps are 19cm height). There is a step into the hall way.

Two ground floor rooms available, a twin bedded room and a family room with a double bed and bunk beds. The family room has a shower over a bath. The twin room a shower unit access with a small step over into the shower tray. Bath and shower cubicle both have substantial grab rails and non slips mats.

At the front of the guest house are seats on the sun terrace.

Access to town centre A bus stop is located on the seafront approximately 50 yards away. The bus route goes into the town centre and beyond. The railway station is approximately half a mile from San Remo on the route towards the town centre.

Taxis are readily available to the station where there is a ramp up to the single platform. This branch line goes to Truro where links to London and Penzance are available.

Mobility scooters can be hired daily at a very reasonable rate from Falmouth Town Council.

Arrival and Car Parking Facilities

There is a car park at the guest house large enough to accommodate all guests with cars. Guests will be assisted with their luggage if required. Guests are allowed to check in between 12 and 1pm or between 4 and 7pm. There is a bell on the front door to ring.

Wall plaques, which display emergency procedures and the mobile telephone numbers of Jenny and Steve, are displayed in the reception and in each bedroom. Guests are also verbally told about emergency procedures on arrival and shown where to assemble and the emergency exit, which is the front door. There is pad and pen available at reception where guests are signed in and checked out.

Guests are welcomed into the lounge on arrival and offered light refreshments. At this point guests are given a map of Falmouth and local information to help find their way around. Taxis will be ordered or restaurants booked on request. Guests are given a room and front door key and shown how to lock their rooms and details of the breakfast times and menu.

Tariff sign is displayed in reception plus vouchers offering latest visitor discounts.

Bedrooms

There are six guest rooms on the first floor which can only be accessed by a staircase of 19 carpeted steps with a hand rail throughout.

Each room has a TV with a remote facility and services such as radio stations and subtitles. Guests will be shown how to use this facility if required. Wireless earphones are available to borrow.

All bedrooms and public areas have fire doors which close automatically with the exception of the lounge and dining rooms which have fire approved door stops which release when the fire alarm starts. The fire alarm is a loud intermittent bell which is sounded once a week on a Wednesday morning.

All bedrooms have en-suite facilities but are not suitable for wheelchair access; the rooms vary with regard to shower cubicles, height of shower head etc. please ask on booking for more details. The flooring in the en-suites is either lino or tiled. All but Room 1 have shower cubicles accessed by one step into shower. Room 1 has a bath.

Unfortunately there are no facilities for wheelchair users at present due to the age and design of the building.

Provisions & Aids - raised toilet seat, additional chairs can be placed in bedrooms. Medication can be placed in refrigerator of main kitchen.

Small mini fridges are available on request but their temperature cannot be guaranteed. All rooms have kettles and tea and coffee facilities. All bedrooms have main lights as well as bedside lights. Duvets are provided for beds but sheets and blankets available on request. Duvets and pillows are all non allergenic. Carpets cleaned at least once a year. Dogs only allowed in certain bedrooms.

Dog bowls are available and there is a dog toileting area near the entrance to the car park. Guests are asked to pick up dog mess and dispose of it in poo bin in car park.

Dining Room and Guest Lounge

Both rooms have plenty of lighting and all furniture is moveable to suit guest requirements. There are high chairs and booster seats available and chairs can be moved to give more accessibility to the tables. Tables are mixed design, some with centre leg and others with four corner legs.

Menus are provided and are available in large font style. Special dietary requirements can be catered for on request.

There is waitress service with some self service elements which can be aided where necessary.

Sun Terrace

This is accessed up the entrance steps and is on level paving slabs. Sun canopies provided and cushions. The seating area comprises one picnic style table and two double chairs with integral tables. This is a non smoking area. Dogs are allowed provided they are kept on a lead and do not disturb other guests. Dog water bowl on patio.

Additional Information

Evacuation procedures are explained on arrival and each room has a clear map of the escape route on the inside of the room door.

Staff are discreetly informed of any guests with a disability so that any extra provision can be made to make their stay comfortable.

Wi-Fi is available throughout the guest house.

Jenny and Steve are particularly sympathetic to guests with a disability and they have personal experience of supporting individuals with learning difficulties and autism as well as caring for the elderly.