

## Dolphins Apartment Access Statement 26/01/21

### Pre-arrival

Information is available on the website [www.sanremofalmouth.co.uk](http://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 3 steps up to the courtyard (steps are 19cm height). There is a step into the apartment.

All the accommodation is at ground floor level. The two shower rooms have a small step over into the shower tray, both have substantial grab rails and non slips mats.

In the courtyard there is outdoor seating.

**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 Dolphins Apartment 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 Apartment with two spaces reserved for guests with cars. There is a key safe in the courtyard to allow flexibility of arrival anytime after 5pm.

Wall plaques, which display emergency procedures and the mobile telephone numbers of Jenny and Steve, are displayed in the apartment. The emergency exit is the french doors opening onto the courtyard.

There are smoke alarms in each bedroom and also in the two sitting areas and kitchen. There are no gas appliances. There is a fire blanket in the kitchen area and a small fire extinguisher.

### **Rooms**

The main sitting area and kitchen has lino flooring which should be kept free of liquid spills to ensure the non slip surface is maintained. Both shower rooms also have lino. The two bedrooms and the snug sitting room are fitted with wood laminate flooring. There is a small step from the conservatory living space into the snug sitting room.

There are two TVs in the apartment with a remote facility and services such as radio stations and subtitles. Wireless earphones are available to borrow.

The fire alarm is a loud intermittent bell which is sounded once a week on a Wednesday morning.

Unfortunately the apartment is not suitable for wheelchair users at present due to the age and design of the building.

Provisions & Aids - raised toilet seat, shower seat, additional chairs can be placed in bedrooms. There is a refrigerator in the kitchen where medication can be placed

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.

Well behaved dogs are allowed but guests are asked to pick up dog mess and dispose of it in poo bin in car park.

There is a high chair, booster seat and travel cot available on request.

Wi-Fi is available throughout the apartment.

Guests should make Jenny or Steve aware of any special needs that might require affect your stay so that special arrangements can be made where possible. All information will be treated with absolute confidence.