

Heatherdene.

Access Statement 2011

Introduction

Heatherdene, a converted vicarage, is a five star silver awarded guest accommodation, situated in the village of Goathland surrounded by the beauty of the North Yorkshire moors, famous for the TV series HeartBeat.

Whilst we aim to meet the needs of all our guests there are some period features which may make access difficult for people with limited mobility.

The North Yorkshire moors steam railway a 10 minute walk from the house down a steep incline runs a regular service between Grosmont, Goathland and Pickering from February to the New Year, with many special events.

We offer 6 bedrooms 2 single, 3 double and 1 triple room these are situated up a wide wooden stair case there are 16 steps which lead to a landing and then another 3, with a wooden handrail on one side.

The hotel serves healthy home cooked locally sourced ingredients and caters for all special dietary requirements.

We look forward to welcoming you; if you have any queries or require assistance please phone Jill or Tony (01947) 896334 or email us on info@heatherdenehotel.com or alternatively you can check out our website on www.heatherdenehotel.com .

Pre Arrival

- For full details and maps on how to reach us please see the contact us section on our website. Alternatively you can plan your journey by car or public transport using www.transportdirect.info simply enter your postcode and ours which is YO22 5AN to get directions.
- The local railway station is in the village of Goathland which is 0.5 miles away (a 10 minute walk)

- The nearest bus stop is a 2 minute walk. There is a shelter & seating. All buses can accommodate one wheelchair for more details and time tables you can visit the coastliner website.
- Mobility equipment is available to hire from Esk Valley Mobility, (01947 896334).
- This access statement is available in large print on request.

Car Parking and Arrival

- All guests are met on arrival and shown round.
- The car park is well lit with paving leading to the front door. There is 1 step up to the door of 6 inches.
- There are ample parking spaces for a large vehicle.
- The front door is 45 inches wide.
- Assistance can be given with luggage.

Welcome Area

- Guests are welcome in the hallway, which is very spacious and level throughout, where they are asked to register, a chair is available if required.
- The hall has a short pile carpet.
- The area is well lit with overhead lighting.
- Guests are shown the lounge, dining room and their bedroom.

Bedrooms Available

Single x 2, Double x 3, and a triple room x1

- Are all situated on the second floor landing.
- Rooms are fitted with a short piled carpet throughout and all have en suite bathrooms with non-slip lino, consisting of a shower, WC and wash basin.
- Rooms are bright and evenly lit overhead lighting is controlled by a switch. Bedside lamps are also in each room during the day there is natural light through the windows.
- Hot beverage facilities are provided, bottled water and home made cookies.

- We also provide a variety of magazines and local information on the area, there is a folder in each bedroom which contains further information about the hotel and details of emergency contacts including doctors and hospitals.
- There is a wardrobe, chest of draws and dressing table in each room as well digital TV's with remote control.
- Alarm clocks with a laminated digital display.
- Heating can be controlled by thermostatic radiator valves, in all rooms.
- Double/triple rooms have bed access from both sides and furniture can be rearranged.
- Our beds are usually made with synthetic duvets and pillows, spare blankets are provided.

En suite Bathroom

- Level entry from bedroom into bathroom.
- Door width is 27 inches.
- Toilet height is 16 inches. With handle flush lever.
- Sink height is 32 inches with lever taps which are clearly marked hot & cold.
- One step into shower cubical height 7 inches, door opens out over width 24 inches.
- Laminate flooring.
- Overhead lighting with natural light threw the window.

Communal Bathroom

- Level entry from first floor landing.
- Door width is 31 inches.
- Laminate flooring.
- Overhead lighting.
- Sink height s 31 inches, taps clearly , marked hot & cold.
- Bath height is 21 ½ inches.

Public Areas- Halls, Stairs, Landing, Corridors

- All public areas are well lit using a combination of ceiling and wall lights.
- All stairs are wooden with short pile carpet everywhere.

Public Areas Lounge

- Guests are welcome to use the lounge at anytime.
- The guest lounge is situated on the ground floor with step free level entry from the front door.
- The door opening into the dining room is 32 inches wide.
- The room has a mixture of seating with sofas, soft chairs as well as some high chairs with arms together with a low coffee table.
- Lighting is natural daylight and light levels are controlled by dimmer switches with overhead lighting used as well as table lamps around the room.
- The flooring is wooden floor boards.
- The lounge has an open fire place and also radiators which can be controlled.
- A selection of information/books/magazines and games are available.
- We are licensed for the sale of alcohol.

Public Toilet

- There is a small unisex toilet on the ground floor with level entry, one sink and hand basin.
- The toilet height is 16 inches.
- The toilet is well lit with overhead lights.
- There are lever taps on the sink which are clearly marked hot and cold.
- Toilet door width is 29 inches.
- The pull cord light switch is 49 inches from the floor.

Dining room

- The dining room is situated on the ground floor with step free level entry.
- The door opening to the dining room is 32 inches.
- Lighting is natural daylight and light levels are controlled by a dimmer switch. With overhead and wall lighting used as well.
- The flooring is wooden floor boards.
- We are able to cater for varying dietary requirements. Please advise when making a booking.
- Breakfast is served but you can help yourself to fruit juices, cereals and fresh fruit.
- There is plenty of room to move between tables, and furniture can easily be rearranged.

Garden

- The garden to the rear of the house can be accessed from the right of the property, this is a gravelled surface, the bottom garden is a grassed area which has a large wooden gate and is down a slight slope.

Additional information

- We have a set of evacuation procedures should you require it, someone will come to your room and assist you. Please advise us if you have a hearing impairment.
- A water bowl can be provided for assisting dogs and can be supplied for bedrooms where necessary.
- We are a no smoking residence.
- We are happy to re-temperature any medication.
- There is no mobile phone signal in the hotel but it is generally ok in the surrounding village.
- Free wifi internet access is available.
- We are happy to cater for special diets or any particular likes or dislikes. Please advise us before your arrival.
- Clear pictures can be seen on the website.

Future plans

- In 2011 we a planning to have new double glazed windows fitted through out.

Contact information

Address: Heatherdene Hotel
Goathland
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YO22 5AN

Telephone: (01947) 896334

Email: info@heatherdenehotel.com

Website: www.heatherdenehotel.com

