

Access Statement For Westbury Lodge

Introduction

We aim to cater for the needs of all visitors in our 8 bed roomed guest accommodation. However we occupy a Victorian detached house dating back to the 1880's, so the structure of the building does present some physical barriers to accessibility. The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will try our best to help.

Pre-Arrival

You can contact us via phone, text, fax, letter or email (details at the end)

The main bus stop is a few minutes walk and there is a frequent bus service throughout the year.

The main train station is a few minutes walk.

There is a local taxi service that has accessible taxis. If required, we can make a booking for you.

Brochures and menus can be provided in large print by prior arrangement.

We have a comprehensive website.

Arrival & Car Parking Facilities

The parking bays are unmarked but there is ample room for all cars.

The surface is level, and flat, however there is a footpath made of concrete, which runs from the off road parking to the front entrance.

We can assist guests with luggage from the local station or upon arrival.

The village and shopping area are a few minutes walk from the Bed and Breakfast.

Main Entrance & Reception

The front door is 100cm wide.

On entry there is a tiled entrance vestibule 1.5 x 1.5 metre and one step 15 cm high.

We have a temporary ramp available if requested (let us know if you need this and we will provide on arrival).

A further door 120cms wide opens into the hallway.

The front door is always locked but we do have 2 doorbells at different heights to gain access.

Guests are provided with a front door key; the keyhole is accessible by a wheelchair user.

Ladies and gents toilets are situated on the ground floor, but neither has space to accommodate a wheelchair.

There is short pile carpet throughout the rest of the ground floor.

Public Areas - General (Internal)

Our corridors to the ground floor bedroom and breakfast room are 160cm wide.

All areas have a good colour contrast and are well lit.

The covering on hallway, stairs and upstairs corridors is short pile carpet.

Dog water bowl and food bowl (and food if requested in advance) are by request.

The stairs are 18cm high, 24cm deep, 87cm wide.

Dining Room & Lounges

Breakfast is served in the breakfast room on the ground floor. There are no steps.

Service is by waitress to table.

Tables are 83cm high by 73cm wide (legs on each corner).

The chairs are without arms and are easily removed if required, as are the tables.

Menus are provided in large print or staff will assist.

The hallway is well lit.

Laundry

Wet clothing can be dried upon request but a public laundry is available some 200 metres away.

Shop

Not on site but a Coop Supermarket is 500 metres away & open 0700 x 2300.

Leisure Facilities

Not available.

Conference & Meeting Rooms

A meeting room accommodating 12 persons is available on the ground floor.

Guests wishing to access the free wireless Broadband facility may also use this room.

Bedrooms

There are 2 ground floor bedrooms: one Standard double en-suite (unsuitable for wheelchair users)

and a Twin Bedded room that would allow wheelchair access to the room and its en-suite shower & toilet.

There are 2 single rooms situated halfway up to the first floor by 15 stairs.

A further 4 stairs lead to: 2 Superior King Size en-suite rooms, 1 Standard Double en-suite and a Standard Double with adjacent private Bath/Shower & Toilet.

Ground floor bedroom (Twin)

Door widths (main and bathroom) are 78cm wide.

At least 85cm routes within the bedroom e.g. between beds, allowing for left or right transfer to beds in any combination.

Furniture is moveable on request.

Beds are 48cm high but can be raised with blocks on request.

Television with remote control and teletext.

2 x Divan beds are provided.

One upright chair (no arms) is provided in the room.

Fitted short pile carpet on the floor.

There is an en-suite bath and shower room (see below for details)

Ground floor Twin bedroom en-suite

Door width is 78cm & inward opening.

Free floor space clear of door is 155cm x 165cm.

The shower cubicle has a step/edge of 14cm high. There is one grab rail to the left of the controls.

The basin is 86cm high, round fronted and has clear under space.

The toilet has right side transfer with available free space of 130cm. The toilet is 46cm high.

Fitted linoleum covers the floor.

Two Single and Four First floor bedrooms

(Contact the proprietors for specific details, as each is different)

The stairs are 18cm high, 24cm deep, 85cm wide.

Door widths (main and bathroom) are 76cm wide.

Beds are 46cm high but can be raised with blocks on request.

All rooms have TV with teletext and remote control.

All have fitted short pile carpet on the floor.

All have tea/coffee making facilities.

All have good contrast in décor.

Grounds and Gardens

We have an enclosed garden (flower border and lawn) and large paved patio for residents to use (with bench & tables) or to let dogs out if required.

There is a cliff top path 100 metres walk from the B&B where dogs (and owners!) can get more exercise.

This walk leads onto the Esplanade via the Cliff Lift, steep steps or downhill slope.

Additional Information

Assistance dogs are welcomed.

Mobile phone reception is generally good.

We are able to use the front and back doors in the need of evacuation, the fire bells ring continuously if evacuation is needed. If you require more assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely e.g. hearing impairment.

We are happy to take delivery of hired equipment (please let us know if ordered-telephone number below for hirers)

We are a no smoking building (smoking is allowed in the garden which has level entry and ash trays are provided)

We offer a refrigeration service for medication/food (not available 24hours).

Contact Information

Address: 25 Queens Road, Shanklin, PO37 6AW, Isle of Wight

Telephone: 01983-864926

Fax: 01983-864926

Text phone: 07742-861888

Email: enquiries@westburylodge.co.uk

Website: www.westburylodge.co.uk

Hours of operation: Open all year except for owners annual holiday

Hours flexible to business, the B&B is our home so occupied 24 hours.

Mainline telephone answered: 8am-11pm

Local equipment hire companies: Island Mobility Ltd 01983-530000 & Coastal Mobility Ltd 01983-866431

Local public transport numbers: Bus: 01983-827000 **or** Timetable: 0871-200-2233

Train (Island Line) 01983-812591

Red Funnel Ferries (Southampton to East Cowes) 0844-844-9988

WightLink Ferries (Portsmouth to Fishbourne) 0870-5820202

Local accessible taxi numbers: MAC's 01983-862344 or ACE 01983-868666

Future Plans

We are continually seeking to improve and update our facilities for the benefit of all our guests.

We would welcome any comments or suggestions to ensure you have an enjoyable stay, enhanced by all possible facilities promoting accessibility.