

Access Statement for the Alamah Guest House, Harrogate, UK

Introduction

We aim to cater for the needs of every person who visits the Alamah Guest House.

However the house is 120 years old and is built on a hill and therefore there are steps to gain access to the front door, details of which are listed in the 'Arrival and Car Parking' section of this document.

All 8 bedrooms are on the first or second floor, up at least 17 stairs, which has a sturdy handrail on one side only (14 stairs in the case of Room 1 – an ensuite single room and Room 8 – an ensuite double room). Room 5 – an ensuite double room is up another 11 stairs and Rooms 6 – our top floor ensuite twin room and Room 7 – our top floor ensuite double or twin room are up an additional 5 stairs, making a total of 33 stairs.

Pre-Arrival

- We are approximately half a mile to the town centre and less than mile to the bus and train stations. There is a bus stop within 250 metres of the house with a frequent service.
- There are several local taxi companies with whom we can book in advance for you.
- Guest Room Information, menus and fire regulations can be provided in large print if required. We regret we do not have facilities to prepare documents in Braille.
- Our website www.alamah.co.uk provides photographs of our accommodation and further information about the services we provide.
- Guests can contact us by telephone or email. Please see the 'Contact Information' section of this document for full details.

Arrival and Car Parking

- Guests should advise us of their anticipated time of arrival so that we can be sure we are here to welcome them.
- We have off-street parking for cars the length of a Ford Focus or shorter. This is at the rear of the Guest House clearly marked with a sign ALAMAH CAR PARK. We give guests a permit to park on a nearby road if they have a longer car.
- On arrival we ask guests to come to the front door. From the road there are 13 steps of approximately 7" which have a hand rail. 6 of these steps can be avoided by using a slope which loops around the front flower bed.
- From the Car Park there is a slope all the way past the side of the house.

00 44 1423 502187

Proprietors: Judy Penketh and Sue Tindall

- For guests with restricted mobility, parking in the Car Park, who can climb the stairs in the house, we offer access through our private accommodation via the back door, (as long as it isn't during Breakfast Service) thus avoiding the steps to the front door.

We are very happy to offer any assistance with luggage.

Main Entrance

- To access the front door there are steps (listed above) with a handrail to one side.
- There are two front doors. The inner front door is kept locked and there is a Reception Bell in the porch (original Victorian tiles) at a height of 3'3". The doorway is 32" wide.
- On arrival guests are required to complete our registration form (large print format available) and will then be shown to their rooms when they will be provided with keys to their room and the front doors. There is one chair in the hall and others can be quickly provided if needed.

Guest Accommodation – Public Areas

- Our Breakfast Room is on the 'ground floor' and is accessed from our Reception Hall. It is approximately 16' x 14'6", with a large bay window overlooking Kings Road. The room is carpeted and has background music playing during breakfast.
- Seating is flexible, as our tables are ideal for two people and yet can be placed together to create bigger tables for larger parties. Chairs have seat cushions and are without arms. Menus can be provided with a larger print if preferred.
- Breakfast is waitress service.
- Special dietary requirements are catered for. Specific details are always welcome.
- Information on places to visit within the local area is freely available in the Hall and in the Breakfast Room there is a small library of books about the Yorkshire area for guests' use. We try to be as helpful as possible in advising on locations to visit and places to eat.
- The stairs are 34" wide and 7" deep with a 10" tread and are fitted with a short pile carpet.
- There is no public toilet available.

Guest Accommodation - Bedrooms

- There is central heating throughout the house which is on during the day until after midnight. Guests can control the temperature of their bedroom and shower room with the thermostat fitted to the radiators. All rooms have a fitted carpet.
- Available in all rooms are Room Browsers with information about the local area and a Guest Information Folder (available in large print).

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- Each bedroom has an electric kettle and hospitality tray with tea, coffee, UHT milk, hot chocolate, sugar, biscuits and bottled water. Each room also has a remote controlled digital flat screen TV, an electric hairdryer and an alarm clock with USB charging port.
- Bedroom doors are between 29" and 32". Bed height is generally 23". All rooms have a dressing table space, wardrobe and the appropriate number of bed side tables and chairs.

Room dimensions are given below, generally with the ensuite shower room taken off the overall measurement.

First Floor

- Room 1, an Ensuite Single Room is 10'6" x 7'6". The Ensuite Shower Room is an additional space and has a 7" step into the shower.
- Room 2, an Ensuite King Room is 14' x 14' and has a 9.5" step into the shower.
- Room 3, an Ensuite Twin Room is 16'6" x 11' with an 11" step into the shower.
- Room 4, an Ensuite Cosy Single Room is 10'2" x 5'3". There is an 8" step into the Ensuite Shower Room which is 10'2" x 3'7" with a 7.5" step into the shower.
- Room 8, an Ensuite Cosy Double Room is 13'10" x 8'2" max. The Shower Room is an additional space with a 9.5" step into the shower.

Mezzanine Floor

- Room 5, an Ensuite Cosy Double Room is 13'6" x 12' with a 10.5" step into the shower.

Second Floor

- Room 6, our Top Floor Ensuite Twin Room is 13'6" X 13'6" with an 8" step into the shower.
- Room 7, our Top Floor Ensuite Double or Twin Room is 15' x 13'6". The Ensuite Shower Room is 8'5" x 5'2" with a 10" step into the shower.

Bathrooms

- All bathrooms have vinyl flooring.
- All rooms are ensuite. The average height of the basins in the shower room is 31" and toilets are standard height in Rooms 3, 4, 6 and 7. In Rooms 1, 2, 5 and 8 toilets are higher at 18". There is a handle fitted within the shower of Room 3.

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Additional Information

- Free Wi-Fi is available for guest use.
- All mobile phone signals are generally good.
- We comply with the Smoke Free law and therefore there is nowhere to smoke within the house. At the front of the house there is a stone bench and ashtray provided for smokers.
- There are fire extinguishers on each floor which are serviced annually and information of what to do in an emergency is in all rooms.
- The fire alarm with lit sounders rings / flashes continuously if evacuation is needed. Please advise us if you have a hearing impairment and may not hear this. Evacuation is down the stairs and through the front door.
- We are happy to refrigerate any medication for guests.
- For medical issues or if you are feeling unwell and need a telephone health assessment, please call the NHS 111 service free of charge from your mobile phone by dialling 111.

Contact Information

Address: Alamah Guest House, 88 Kings Road, Harrogate, North Yorkshire, HG1 5JX, UK

Telephone: 01423 502187

Website: www.alamah.co.uk

Email: hello@alamah.co.uk

This Statement is reviewed annually and is next due for review in March 2020

If you require further details or would like to discuss the services we can provide please do not hesitate to contact us.

Judy Penketh

Sue Tindall

Proprietors, Alamah Guest House

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