

**Access Statement  
Harbour Guest House  
Amble**

**Introduction**

The Harbour Guest House is situated in the coastal market town of Amble. The guest house is a Victorian building providing 6 ensuite bedrooms. The guest house is owned and managed by Christine and Clive Wilding who will as far as practicably possible meet the needs of guests visiting the guest house. Guests should be aware that all bedrooms are located on the first floor, which may not be accessible to all.

**Pre Arrival**

- Guests may make a booking by phone on 01665 710 381.
- Information can be made available in large print on request
- The access statement is available on our website or a hard copy is available.
- Public buses are available from Amble, which travel, to Newcastle upon Tyne and on the coast and castle route for Northumberland, there are also local taxi firms.
- The nearest town is Amble which is 5 mins walk away. Larger towns such as Morpeth and Alnwick are 15 - 20 mins away by transport.
- Guests who wish to have items delivered to the guest house can do so but please inform us as to when delivery is expected so that we can arrange to receive items.
- The nearest shop mobility scheme is in Newcastle upon Tyne
- The nearest equipment hire is the Northumberland Mobility Centre Limited in Amble Northumberland
- The nearest Radar toilet is based at the Tourist Information office Amble
- There are two companies that have accessible vehicles they are Amble Taxis 01665 710988 and Harbour Cabs 01665 712232

**Arrival and Car Parking Facilities**

- Car parking is available on the street outside of the guest house. If guests require assistance from their vehicle to the entrance then this is available on request
- Both road and pavement are of a tarmac construction
- There is a dropped kerb which is situated 7 metres from the guest house entrance
- There is room for rear access to a vehicle
- The guest house is open to dogs
- The main sign for the guest house is located up above the front door.
- The front door bell is approximately 1 metre from ground floor level
- There is a 1 inch step into the guest house

### **Main Entrance Reception &**

- There is assistance for baggage carrying and support in accessing the stairs
- There is a pad and pen available if guests wish to use it
- The downstairs corridor has natural and artificial light, the reception area has a main light with a variety of lamps
- An additional key is available; guests should request this prior to arriving, a £20.00 deposit is required.
- Seating is available within the reception area
- As part of our welcome procedure we show guests the areas they may use
- The front door is a domestic door
- We ask guests to arrive after 4pm, an earlier arrival can be requested. Assistance is available till 10pm, when the reception door is shut after this time guests can gain assistance by ringing the bell located by the reception door
- There are stair rails on both sides of the staircase
- The reception desk is approximately 1.5 metre high and is located within the reception room

### **Public Areas- Halls, Stairs, Landings, Corridors etc**

- The breakfast room is on the ground floor
- The guest house is fully carpeted with the addition of doormats in the entrance area
- We have no public telephone but in an emergency guests can use the guest house phone

### **Public Areas- Sitting Room, Lounges, Lobbies etc**

- The guest house is fully carpeted with the addition of doormats in the entrance area
- The breakfast room is on the ground floor

### **Bedroom and Sleeping Areas**

- As our bedrooms are on the first floor they are not wheelchair accessible
- All bedrooms have ensuite shower facilities
- Fire alarms will sound off in the bedroom
- Bedroom doors are a standard door width
- There is a main light and bedside lamps are touch activated
- We offer single double, family and twin bedrooms
- The guest information folder can be produced in a larger font if required
- Kettles have a view window to show capacity

### **Additional Information**

- Evacuation procedures are clearly stated within each bedroom and guest information folder
- The assembly point is in the public car park adjacent to the guest house

- The nearest equipment hire is the Northumberland Mobility Centre Limited in Amble Northumberland
- All dogs are welcome
- Smoking is not allowed in the building, guests can use the patio area should they wish to smoke
- Guest can use their own computers, the best mobile phone reception is through O2
- Refrigeration for medication is available on request