

Access Statement for the Glenwalden

Introduction

Our 10 bed room Guesthouse is situated on the North Promenade. We have tried to provide as much information as possible in this statement, if you have any queries please do call us on 01253 353332.

Pre-Arrival

There is a Tram running along the Promenade and there is a stop opposite our Guesthouse. Additionally there are several bus stops nearby too.

The main train and coach station is in the town centre 900 yards away, which takes about 15 min. to walk or 3 min. by taxi.

There are many local taxi services in Blackpool and we can make a booking for you.

We have a website, which is www.glenwaldenhotelblackpool.co.uk

You can contact us via post, phone, or email (details below)

Arrival & Car Parking Facilities

There is space for 3/4 cars to be parked in front of the house. The parking slots are between 220cm and 300cm wide and between 420cm and 720cm long. Parking is based on first come first serve; however, in some cases we can reserve a space at the time of booking.

There are a few side streets close to our Guesthouse with free on street parking, failing this, there is a large car park on Gynn Square roundabout 200 yards away, which will cost £ 2 - £ 3 per 24 hours.

We can assist guests with luggage.

Main Entrance & Reception

There are 9 steps leading up to the front door, there is a wooden hand rail to the left. The outside door is open during the day, but locked at night,

Then inside the porch there are another 6 steps, again with a wooden hand rail on the left leading up to the security door, which is always locked. There is a bell outside and also inside by the security door to gain initial access. 24-hour access with door key, one set is provided to each room.

The Front door is 78cm wide; Security door is 73cm wide

On entry into our home there is a hallway which is 120 cm wide

There is seating provided in the hallway.

Throughout there is carpet flooring in the guesthouse.

Public Areas - General (Internal)

The sun lounge, bar and dining room lead off the ground floor hallway, the bar and the dining

room are on the same level, the sun lounge has one step up which is 19cm high, there is a hand rail on the left hand side.

The bar and the sun lounge have remote control television.

Although we are delighted to welcome all guests to the Glenwalden, we are unable to offer accommodation to wheel-chair dependant guests, due to the way this house has been build. All 10 bedrooms are located on the 1st and 2nd floor; the floors are on differing levels and 3 or 6 steps up to each landing.

For guests with limited mobility there are hand rails on the large staircases, but there is no lift or stair chair, help with luggage is available if required.

The staircases to first floor consist of 13 steps, another 3 steps to one landing and 6 steps to another. The steps are 19cm high 24cm deep, 88cm wide

All hall/landing areas are equipped with emergency lighting, detectors, extinguishers and fire bells.

Public Areas - WC

There is one standard public WC in the bar lounge available.

Restaurant / Dining Room Bar & Lounges, Take Away & Cafe

Breakfast is served in the dining room on the ground floor. Furniture is flexible and can be moved on request.

Tables have under space (legs on each corner). Dining room has chairs without arms but with firm back support. Menus are provided.

Laundry

- Not available

Shop

- Not available

Leisure Facilities

- Not available

Outdoor Facilities

- Not available

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Not available

Bedrooms

- All bedrooms are fitted with a short-pile carpet.
- All bedrooms are en-suite.
- There are 5 bedrooms on the 1st floor. They comprise of: 2 family rooms (1 double bed and 1 single bed), 1 twin room (2 single beds), 1 double room (1 double bed) and 1 deluxe room (1 super king-size and 1 single or 3 singles).
- There are 5 bedrooms on the 2nd floor. They comprise of: 2 family rooms (1 double and 2 single beds) and 3 double rooms (1 double bed in each).
- All double beds are accessible from either side.
- All bedding is non-feather.
- Furniture in the bedrooms is movable.
- Locks which are standards key operated and not key cards.
- All rooms have bedside lamps.
- All rooms have hairdryers.
- All Rooms have electric heating which is thermostatically controlled by the guest.
- All rooms have bedrooms browsers and emergency procedure instructions.
- Each bedroom has a colour freeview TV with remote control.
- All beds are divan beds and approximately 61 cm high.

- Each room has a basic electric kettle.
- All bedrooms have a standard fire door.

Shower-room & WC (En-suite)

The en-suite shower rooms are of good size and there are no grab rails to either the toilet or shower areas, each one consists of:

- A standard shower cubicle which is approximately 80cm by 80cm in square, there is a step of about 14cm high into the cubicle., which have shower curtains not doors.
- A standard toilet which is 41 cm high
- A good size basin which is 78cm high and at least 45 cm wide.
- Shelves, hooks and towel rails.

Good colour contrast of floors, walls, fittings and fixtures

Balcony

We have a balcony for residents, which lead from the sun lounge; there is a 14cm step over onto the balcony.

Plastic garden chairs are provided to sit on.

Additional Information

Assistance dogs are welcomed.

Mobile phone reception is generally good for most networks, with some networks there will be reception outside.

We are able to use the front and back doors in the need of evacuation; the fire alarm rings 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 a no smoking building (smoking is allowed outside the front and on the balcony, bins are provided)

We can put i.e. Medication or baby food in our main fridge on request.

A selection of local information is available in our displays in the entrance hall.

There is a folder in each guest bedroom which gives tourist information about Blackpool and the surrounding area.

For Medical Attention and Walk-in Medical Centre please see information in the Room folder.

Shop

The nearest shopping facility is the Spar Corner Shop within a 5 min. walking distance. A wide range of shops are available in the town centre – a walk of 10 -15mins.

Contact Information

Address: Glenwalden, 382 North Promenade, Blackpool, FY1 2LB

Telephone: 01253 353332•Fax: 019999999

Text phone: 07952351035

Email: glenwalden@btinternet.com

Website: www.glenwaldenhotelblackpool.co.uk

Hours of operation: Closed 18th December-27th December. Hours flexible to business, the B&B is our home so occupied 24 hours. Mainline telephone answered 8am-11pm

- Local public transport numbers: Bus 01253 473000 Train 0845 000 0125
- Local accessible taxi numbers: Blacktax - 01253 596596 or 01253 508508

We welcome your feedback to help us continuously improve if you have any comments please phone 01253 353332 or email glenwalden@btinternet.com

The above statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.