

# Access Statement for Chestnut Tree House Four Star Guest Accommodation

## Introduction

Chestnut Tree House is bed and breakfast accommodation. We have three letting rooms all on the first floor.

## Pre-Arrival

- Telephone 0044 (0)1665 577153 or mobile 0044 (0)774 862 8176/8179 email: [janetholtuk@btinternet.com](mailto:janetholtuk@btinternet.com)
- This information, menus and local information found in guest rooms is all available in large print.
- A new website is under construction and will be tested.
- Public Transport: The nearest bus stop is approx 100 meters from the house. There is a slight incline to the top of the road from the house. Turn right onto Northend and cross Lacy Street where you will see the bus shelter outside the Naafi (Spar Shop) Buses from this stop are Numbers 501 and 505 and will take you to Newcastle. the 501 visits all the coastal villages whereas the 505 is a more direct route to Newcastle following the A1. Check the bus timetables at [www.arrivabus.co.uk](http://www.arrivabus.co.uk). The bus stop on the opposite side of the road is approx 25 meters further on and buses 501 and 505 from this stop will take you to Berwick-upon-Tweed. We do keep up to date bus timetables in the house for These and other services and connections.
- The nearest rail station is at Alnmouth. Approximately 4 miles from the house. Trains stopping at this station are trains on the main east coast railway London to Edinburgh route. Buses to Longhoughton via Alnwick are available from this station. alternatively we do provide a pick-up and drop-off service for guests.
- The distance from the house to the nearest shop is approx 100 meters to the Naafi (Spar Shop) There is a slight incline to the top of the road from the house. Turn right onto Northend and cross Lacy Street where you will see the Spar. This shop sells newspapers, snacks, drinks and has a small supermarket licenced

to sell alcohol. the Spar is open from 07.30 to 21.00 most days. The access to the spar is a level access with no steps. The Village Post Office is 200 meters further on the opposite side of the road situated on Northend. the Post Office is open from 6.30am to 17.00 most days except Saturday and Sunday when it closes early around 15.00 Saturdays and 12 noon Sundays. The Post office has a post office counter and also sells newspapers, stationery, cards and sweets. There are three steps up to the Post Office Entrance from the Road with a hand rail near the door.

- The distance from the house to the nearest pub is approx 400 meters. There is a slight incline to the top of the road from the house. Turn right onto Northend and cross Lacy Street. Carry on along Northend (no incline) and take the second left road. The Burnside Inn is situated on the right hand side of the road. There is a level access into the pub all on ground floor level. This pub serves some lunches and evening meals and Sunday Dinner.
- The distance to the nearest town of Alnwick is 4 miles away. Buses from the Naafi will take you to Alnwick. It takes approx 10 minutes to drive into town and to park. There are disabled parking bays all around the town and in the supermarket car parks.
- Taxis are limited and have to be pre-booked. We do keep a list of taxi numbers for guest use. There is a taxi rank in Alnwick alongside the HSBC Bank and Halifax Bank.
- Public and Radar toilets in Alnwick are situated on the Shambles and at the Greenwell Lane long stay car park. There is a partnership scheme operating whereby a list of pubs and cafes will allow visitors to use their toilets without having to purchase food or drink. This list is on the outside wall of the toilets and for use when the public toilets are closed or when very busy.
- There is a national mobility accessibility scheme whereby guests can pre-order wheelchairs, scooters to be delivered to them at the accommodation. There is no designated shop mobility scheme in Alnwick. The nearest Shop-mobility scheme is in the Metro Centre at Gateshead some 35 miles away.
- The accommodation at Chestnut Tree House is only suitable for accompanied guests with limited mobility, visual or hearing impairment.

## **Arrival & Car Parking Facilities**

- There are two designated off road car parking spaces at Chestnut Tree House reserved for guests use only. There is other street parking with no restrictions adjacent to the house. The nearest car parking space is on the drive. The drive consists of a tarmac surface and is level. the other car parking space is along the front of the property and set back off the road, again on a level tarmac surface. There is rear access to both vehicles parked in these positions. The whole frontage of the property has a dropped curb. There are no speed bumps or traffic calming measures on Crowlea Road or the drive. There are no barriers. Signage to the house is on the wall displaying the name 'Chestnut Treet House' and the house number '7' on the door. The contact phone number is not displayed externally. Guests should have this in their confirmation letter/email.
- There is a bell to ring for attention and to allow access. All guests are given a room key and a front door key for access.
- Porterage and assistance is offered to and from cars,taxis and public transport.
- Chestnut Tree House does not take dogs.
- The route from the car park is level tarmac. There are three large round steps up to the front door outside covered porch area. There is an outside light. The front door is double glazed and has a two inch thresh to step over. Once inside the door the internal porch ground floor surface is ceramic tiles and leads into the hall/reception and the ground floor lounge/dining area is all on one level. the lounge /dining room has a wood laminate floor with no rugs.

## **Main Entrance, Reception & Ticketing Area**

- The route from the car park is level tarmac. There are three large round steps up to the front door outside covered porch area. There is an outside light. The front door is double glazed and has a two inch thresh to step over. Once inside the door the internal porch ground floor surface is ceramic tiles and leads into the hall/reception and the ground floor lounge/dining area is all on one level. the lounge /dining room has a wood laminate floor with no rugs.

## **Public Areas - Hall, Stairs, Landing, Corridors etc**

- The front door is of a standard width and is double glazed with a small window to the side and a small 2" thresh to step over.
- The internal porch area has a ceramic tiled floor, has a bench to sit on and a shoe rack underneath. There is also a hat and coat rack for outdoor coats. This area leads into the hall/reception.
- The hall/reception has a ceramic tile floor. There is a chair for guests use. On the Reception table are a variety of leaflets and information on things to do in the area. Visitor book and registration forms. The lounge/dining room is off the hall.
- The Lounge has a large leather sofa and a large dining table with six leather high back chairs. Lighting is from a central three point light fitting with standard lamps with optional reading light. The floor is laminate wood flooring and no rugs. There is an open fire, slate hearth, with a fire guard. There is also a television and music centre in this room. This room is shared with the owners but preference is given to guests. The door to the lounge is a wooden door with a fire closure fitted.
- We do not provide baby changing facilities or dog bowls as we do not take children under the age of 7 and we do not allow dogs on the premises. There are no guest toilets on the ground floor. Guest toilets are in their bedrooms en-suite.
- The access to the guest bedrooms are up a set of 13 stairs, carpeted and with a hand rail on both sides. The stairs twist around at the top via three wide stair kites. There is a hand rail on one side only on the kites. The stairs measure 3 feet wide, with a 10" tread and 7" riser. At the top of the stairs there is a wide landing, carpeted in a plain stone coloured wool twist, off this landing are three doors into the guest bedrooms and one door into the private bathroom. The guest bedroom doors are wooden and all fitted with fire closures, mortice lock and keys for the bedroom lock and the front door. All paintwork up the stairs is painted white with the exception of the handrails which are natural wood. The bedroom doors are painted white and numbered clearly. There is no lift to the first floor and we do not have a stair lift. There are a further set of stairs up to the owners living quarters off this landing. All guest bedrooms are on the first floor.

## **Public Areas - Sitting room, lounges, lobbies etc**

- There is no lift to the first floor, however, there are two handrails up the stairs. The stairs are carpeted with a stone coloured wool twist.
- The lounge/diner on the ground floor is accessed from the hall on the same level and has a laminate wood floor. There is an open fire with a black slate hearth. A wooden entrance door painted white with a fire closure fitted. Furniture in this room consists of a cream leather sofa and a light ash dining table with 6 brown leather high backed chairs. An antique mahogany sideboard and two coffee tables. A reading lamp with a spotlight.

## **Public WCs**

- There is no public toilet, all the bedrooms on the first floor have their own toilet.

## **Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe**

- We do not have a restaurant, bar or cafe

## **Laundry**

- We do not have a laundry, however, we are willing to wash and dry Cyclists and Walkers clothes if they arrive and their clothes are wet. The nearest Launderette is in Alnwick on Clayport Bank.

## **Shop**

- The nearest shop is the Naafi run by the Spar and is situated on Northend in the village of Longhoughton. Approx 100 meters from the house. This is a small mini market selling a variety of fresh foods, sandwiches, alcohol and convenience foods.
- The Post Office is situated further along the village on Northend, Longhoughton and is approx 300 meters from the house.

## **Leisure Facilities**

- Leisure facilities are in Alnwick at the Willowburn Sports Hall. they include a swimming pool, a toddler pool, a sports hall, gymnasium and a spa.

## **Clubs & Entertainment**

- There is a pub in the village called the Burnside Inn. It is situated on Burnside Avenue off Northend, Longhoughton and is approx 300 meters from the house. This pub serves Sunday lunches and some weekday lunches/evening meals. There are other pubs nearby in neighbouring villages. There are plenty of pubs in Alnwick with live music and there is also a Squash Club which is open until 2am.

## **Bedrooms & Sleeping Areas**

- There are three bedrooms situated on the first floor.
- Bedroom 1 - Double Bedroom - ensuite  
Has a white painted wooden door with a mortice lock. Clear signage on the door. The bedroom is accessed from the first floor landing and is on the same level. The floor is carpeted in a cream wool carpet. This bedroom has a standard double bed with wooden headboard. A large chest of drawers, bedside tables and lamps and a radio alarm clock. There is a built in wardrobe with suitcase holder in the wardrobe. A small wooden bedroom chair. A Television with built in DVD and a separate Digital TV Receiving box. The bedroom walls are two tone light jade green with curtains and bedspread reflecting the jade colours. All wooden paintwork is white. The bed is made up with 100% white cotton sheets and pillowcases. The pillows and duvet are synthetic and are hypo allergenic. The duvet cover is 100% white cotton. There is a hospitality tray with a kettle and plug in lead. There is an en-suite bathroom comprising of a corner shower, toilet and sink. There is a large mirror and shaver plug and pull cord extraction unit. All towels are white. The floor is carpeted in the same carpet as the bedroom. This bathroom has an opening window.
- Bedroom 2 Twin bedroom en-suite  
Has a white painted wooden door with a mortice lock. Clear signage on the door. The bedroom is accessed from the first floor landing and is on the same level. The floor is carpeted in a green wool carpet. This bedroom has a standard three-quarter bed with wooden headboard. A single bed with a wooden headboard.

A large chest of drawers, Dressing table and bedside tables and lamps and a radio alarm clock. There is a built in wardrobe. A suitcase holder, A small wooden bedroom chair. A Television with built in DVD and a separate Digital TV Receiving box. The bedroom walls are cream with curtains and bedspread reflecting the cream and green colours. All wooden paintwork is white. The beds are made up with 100% white cotton sheets and pillowcases. The pillows and duvet are synthetic and are hypo allergenic. The duvet cover is 100% white cotton. There is a hospitality tray with a kettle and plug in lead. There is an internal en-suite bathroom comprising of a corner shower, toilet and sink. There is a large mirror and shaver light/plug. The forced extraction comes on with the ceiling light and goes off with the ceiling light. All towels are white. The floor is carpeted in the same green carpet as the bedroom. This bathroom has no window but heavy duty forced extraction.

- Bedroom 3 Single Bedroom - private bathroom.  
Has a white painted wooden door with a mortice lock. Clear signage on the door. The bedroom is accessed from the first floor landing and is on the same level. The floor is carpeted in a cream wool carpet. This bedroom has a standard single bed with wooden headboard. A large chest of drawers, bedside tables and lamps and a radio alarm clock. There is a built in wardrobe. A small wooden bedroom chair. A Television with built in DVD and built in Digital TV. The bedroom walls are cream with curtains and bedspread reflecting the cream colours. All wooden paintwork is white. The bed is made up with 100% white cotton sheets and pillowcases. The pillows and duvet are synthetic and are hypo allergenic. The duvet cover is 100% white cotton. There is a hospitality tray with a kettle and plug in lead. The private bathroom is on the first floor and adjacent to the bedroom. It has a white painted wooden door and a mortice lock. this bathroom is for the sole use of the occupant in Room 3. The bathroom consists of a large enamelled bath with an overhead shower and shower curtain. There is no grab rail. There are two opening windows in this bathroom. There is a heated towel rail, sink and toilet and white towels.

## **Grounds and Gardens**

- There is a small front garden. Lawned with borders and a wooden bench for guests use. Access to this is via the front porch and there is one step down onto the grass.

## **Additional Information**

- There is signage in the house for Fire evacuation procedures. The main escape route is via the front door. There are three smoke alarms fitted and hard wired into the system with battery backup. Smoke alarms are situated in the ground floor hall, first floor landing and second floor landing.
- The establishment has a strict no smoking policy throughout the house.
- Wi Fi Broadband is available for guests use in the bedrooms.
- Fridges are available in the kitchen for the storage of medicines and special dietary foods.

Address:

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Chestnut Tree House  
7 Crowlea Road  
Longhoughton  
Alnwick  
Northumberland  
NE66 3AN

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0044 (0)774 862 8176 Mobile  
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Email: email: [janetholtuk@btinternet.com](mailto:janetholtuk@btinternet.com)

Hours of operation: Guests depart no later than 10.00am  
Guests arrive no earlier than 15.00 pm

Janet on hand from 07.00 until 22.00 every night. After that emergency only.

Emergency number: Emergency number in the UK for Fire, Police, Ambulance is 999

Local equipment hire companies: there is no local equipment hire company for disabled equipment, however, there is an online company who will deliver motorised scooters and wheelchairs.

Local public transport numbers: Local public transport is Arriva buses  
Tel 0844 800 4411 [www.arrivabus.co.uk](http://www.arrivabus.co.uk)  
Traveline public transport information 08781 200 2233 Open daily  
07.00 to 21.00.

Trains stop at Alnmouth Rail Station. This station is on the London to Edinburgh East Coast Main Line.

Trains operating on this route are Virgin, GNER, and Cross Country.

Local accessible taxi numbers:

AA Taxis Alnwick 0044 1665 606060 Hackney Carriage and Private Hire

C & R Taxis 0044 1665 602460 Private Hire

Roseworth Taxi 0044 1665 603911 Hackney Carriage and Private Hire

## **Future Plans**

- No future plans

## **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve if you have any comments please phone 00441665577153 or email [janetholtuk@btinternet.com](mailto:janetholtuk@btinternet.com)**