



ACCESS STATEMENT

Broadoaks Country House
Bridge Lane
Troutbeck
LA23 1LA

(Last updated December 2020)

This access statement does not contain personal opinions as to our suitability for Those with access needs, but aims to accurately describe the facilities and Services that we offer all our guests/visitors.

Statement of Intent

Whilst the physical limitations of the existing Victorian building and its coach house , originally both built in 1836 has always imposed some constraints on what Broadoaks has been able to do regarding the Disability Discrimination Act 1995 (DDA) Broadoaks intent has been to comply with current regulations & good practice in so far as it has been practical to do so.

Statement of Intent for new planning applications

Broadoaks will always seek for advice and guidance when making any new planning applications for the enhancement of their premises or grounds in relation to their obligations under the DDA.

Broadoaks recently acknowledged and recognised that the development of the new Orangery in May 2012 presented some issues relating to accessibility & inclusion, which needed to be addressed via the obligations imposed on them by the Disability Discrimination Act 1995 (DDA)

Sources of Guidance

Main design references used include:

- 1 The Approved Document to Part M (2004)
- 2 DRC Codes of Practice
- 3 Guidance on Access Statements (DRC)
- 4 Planning & Access for Disabled People – A good Practice Guide (ODPM)

Consultation

Feedback from Local Building Control Surveyor and Local Architect used for the build

Introduction

Broadoaks Country House & Garden Suites is set in 7 acres of stunning grounds in the Cumbrian village of Troutbeck . The hotel offers 16 guest bedrooms in the main Victorian Country House and 4 external Garden Suites situated in the grounds. All rooms have en suite bathrooms.

Individual details of all rooms can be found on our web site <http://www.broadoakscountryhouse.co.uk/rooms/>

The house was built in 1836 , turned into a hotel in 1989 and has been tastefully refurbished by the current owners since they took over in October 2007. Whilst we aim to meet the needs of all our guests there are some period features of the house which might make access difficult for people with limited mobility.

The hotel buildings are made up as follows:

Main House ; build in traditional stone & slate , with a slate roof . This building has 9 letting rooms

The Original Coach House ; build in traditional stone & slate , with a slate roof. This building has 5 letting rooms

Garden suites : we added 3 external Garden Suites into our grounds in 2011 . These luxury units consist of a bedroom and a bathroom

The new larger lodge called the Retreat was added to our grounds in May 2016. This luxury unit has two bedrooms , one lounge area and and outside deck .

We are a 10 minute taxi or car drive to the centre of Windermere and all of its attractions.

Pre-Arrival

We are located on Bridge Lane, Troutbeck , Windermere LA23 1LA .

For full details and maps of how to reach us please see the Location & Contact section of our website. Alternatively, you can plan your journey by car or public transport using

<http://www.theaa.com/route-planner/index.jsp>

OR for public transport use

<http://www.traveline.info/>

- ✓ The nearest shop is at the bottom of bridge lane at the Total Garage.
- ✓ The nearest bus stop is 16 mins away on the A591 Troutbeck Bridge
- ✓ Taxis are usually available at Windermere station but we can book one for you in advance if required.
- ✓ Blackpool airport is 60 minutes by car. Manchester airport is 90 mins away by train or car
- ✓ We are able to accommodate guests' with pets in certain suite rooms only (see above rooms section of our web site)

Car Parking



Off street parking is available, for all guests. Our hard standing gravel car parking areas do not have marked spaces .

With prior agreement however we will be delighted to allocate a specific space for any person(s) that need a space near to one of our entrances.

Depending upon the type and severity of the disability or mobility issue , we will suggest the most appropriate entrance to the hotel as it will depend on if you are a staying guest or a non-resident . For information or to make arrangements please call our reception team on 015394 45566

Access to our property can be gained in the following way:

- ✓ Via main driveway to the hard standing gravel car park area
- ✓ Via side entrance directly to the hard standing gravel area
- ✓ Via the rear entrance to a hard standing and overflow area
(this parking is better for disabled persons dining in the Orangery restaurant)
- ✓ All hard standing areas are well lit at night by Victorian Lamp posts .



Entrance into the hotel

After you have parked your car on one of the hard standing areas entry can be made to the hotel in one of the following ways :

- ✓ Via 5 granite steps , that lead to the main front door of the building
(The steps are approx. 200cm x 300mm x 120mm high)
- ✓ Via the side back door that is off the courtyard between the two main buildings You will need to go up a single step , then another one as you go inside .The internal door will bring you to a small corridor that leads to our hallway and reception area.
(The steps are 100cm x 200mm x 100mm high)

Disabled access:



Whilst the physical limitations of the existing Victorian building impose many constraints to our disabled guests, we are intent to comply with current regulations & good practice in so far as it has been practical to do so.

Broadoaks wishes to make our premises as accessible as possible, in line with our obligations under the DDA. So we have the following procedures that we follow for our guests that have limited mobility .

1. Resident Guests :

With prior agreement however we will be delighted to allocate a specific parking space for any person(s) that need a space near to one of our entrances. Depending upon the type and severity of disability then we will suggest the most appropriate entrance to the hotel , as it will depend on what room has been allocated for your stay .

We consider the following rooms to have the best access for our disabled guests
(Details can be seen on our web site)



Boudoir – This room is in the Coach House extension. A car can be driven almost to the front door of this room , via the rear entrance to the hotel . We have a ramp that can be fitted to the 2 x concrete steps leading up to the room to allow for wheelchair access into the room .

Walnut – This room is in the Main Building . A car can be parked on the main car park hard standing area and a wheel chair can be wheeled to the rear of this ground floor room via the flat courtyard . A 1500mm x 1500mm wide slate ramp leads to the room via an external door . The room then has another internal door that leads into the main hotel , bar and restaurant .

For further information or to make arrangements please call our reception team on **015394 45566**

2. Non Resident Guests :

For non-resident guests dining at Broadoaks in our Oaks or Orangery restaurant we would recommend guests follow the signs to our rear Orangery car park and enter the building in this way . A 1500mm x 1500mm wide porch covered slate ramp leads to the room .

(With prior agreement we will move the large pot plants strategically placed to stop others from parking their vehicles to close to the building) to allow disabled guests the opportunity to drive their vehicle directly up to the new entrance .

For further information or to make arrangements please call our reception team on **015394 45566**



Welcome Area

All guests are welcomed and asked to register with us at the small reception area that is in the hallway, this area is level throughout.

- ✓ The reception area is well lit with overhead lighting and a table lamp.
- ✓ Assistance can be given with luggage.

By prior agreement we can meet disabled guests in the carpark and take you directly to your room. All registrations will be completed with you personally in your room



Dogs

We welcome medium sized dogs less than 25kg see booking terms and conditions available on our web site for further details.

Dogs are allowed in the following rooms

Boudoir , 3 x Garden Suites and The Retreat

By arrangement an assistance dog will be allowed into **Walnut (one of our lower floor rooms)**



Access to Bedrooms

Main House (11 rooms) :

The following rooms are on the ground floor and on the same level as reception. These rooms also have a rear door leading to the car park area .

Walnut – Elm

The following rooms are on the first floor and are accessed by means of stairs with seventeen 200mm (8ins) steps. There is a wooden banister on the right hand side.

Sycamore – Spruce – Ash – Beech – Oak – Willow – Maple – Cedar - Pine

Individual room details and pictures can be seen on our web site :

Coach House Building (5 rooms) :

The following rooms are on the ground floor and can be accessed via the paved courtyard that is in the middle of the two buildings .

Rowan – Yew

Guests will need to go up One slate step that is 1500mm x 1500mm and 100mm high . The rooms are accessed via a main front door leading to a small hall way , with individual doors leading to both the following rooms .

Individual room details and pictures can be seen on our web site :

The following rooms are on the first floor and can be accessed in two different ways

Top Coach House – Redwood – Boudoir

Option 1 : By means of A set of external slate steps leading from the courtyard . (13 x steps 1500mm wide , 300mm deep and 200mm high). There is a wooden banister on the left hand side.

Option 2 : Cars may be driven round to the rear of the hotel into our 3rd entrance marked overflow . Cars can be parked at the lower level and guests can enter all rooms by walking up a small drive way . Alternatively cars can be driven up the small driveway and parked outside the entrance to Boudoir and Redwood

Individual room details and pictures can be seen on our web site :

Garden Suites :

The 3 garden suites are situated at the bottom of the main drive way , they each have their own hardstanding parking area allocated . Guests will need to step up 4 wooden decking steps to reach the entrance of each suite . (1500mm x 200mm deep x 200mm high)

The Retreat :

The retreat is situated to the right-hand side of the main driveway as you come into Broadoaks . It has its own designated space for 2 x cars, this area is covered with slate chippings . Guests will need to walk up 6 wooden decking steps to reach the entrance of the lodge . (1500mm x 200mm deep x 200mm high)

Public Areas - Halls, Stairs, Landings, Corridors

All public areas, hall, stairs, and landings are well lit using a combination of ceiling and wall lamps. The hallway is oak flooring with 1 runner type carpets with non slip backing.

From the main hallway there are no steps to Oaks restaurant, The Music Room , the Bar or the Orangery.

The main stair case is near to the reception area and consists of 4 stairs (all the steps are 200mm x 1500mm) leading to a small landing area and then a flight of seventeen stepped stairs lead to another small landing . 2 more stairs of the same size then lead up either to the right or to the left upper landings that lead to guest bedrooms. The stairs are carpeted.

The house is fully centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements. There are automatic audible smoke alarms in all rooms

Public Toilets

There are Male and Female downstairs toilets on the ground floor leading from our main hallway available to all guests during the day & evening.

We also have Male and Female public toilets that can be reached via a small corridor up 4 carpeted steps 1500mm x 200mm x 200mm . A hand rail is present on the left hand side . These toilets are available to guests when the Orangery is in use during the day .

Oaks Restaurant (Dining Room) & Orangery (breakfast and afternoon tearoom)

Both rooms are situated off the main hallway on the ground floor and the entrance is 900mm wide and step free/level entry.

The Oaks room is fully carpeted and the Orangery extension has a wooden style antiskid (Karndene) floor.

The Large windows allow plenty of natural light supplemented by 2 overhead chandeliers and 13 double wall lights.

There is an open coal fire at the top of the Oaks restaurant to supplement the central heating if required.

There are 19 square tables of two in the Oaks restaurant and the same number in the Orangery . All tables can be put together to make bigger tables up to a maximum of 10 .

Allergies or special food diets

We are happy to cater for those guests that have specific allergies , special diets or particular likes or dislikes. Please advise us 24 hours before your arrival. We can refrigerate prescription medication and additionally store any perishable food in our fridge for a limited period.

Music Room (for afternoon tea or reading lounge)

This room is situated off the main hallway at the front of the main building. It has a wooden floor covered with some antique rugs .

The ceiling is vaulted and lighting is via 4 x uplighters

There is a log burner in the fire place supplement the central heating if required.

The front lounge bar (fully serviced bar)

This room is situated off the main hallway at the front of the main building. It has a wooden floor with a section of carpet fitted into the centre section of the floor.

This room is dimly lit during the evening to create an ambience .

There is an open coal fire supplement the central heating if required.

Free Broadband and Wi-Fi facilities are available in all guest rooms and public rooms .

Garden(s)

Guests may walk around the grounds and sit in the various seating tables that we have we have dotted about . Guests may smoke in the gardens , all rooms that lead to the outside have smoking bins clearly marked .

Guest dogs must be on leads at all times , poop bins are clearly marked and should be used .

We have an enclosed and gated wild flower meadow at the rear of the hotel that has some picnic tables and can be used for off lead dog walking .

Please note that the ground level of the field is a bit steep in parts .

By arrangement we have storage/drying facilities for golfers, cyclists, and walker's equipment.

General room information

None of the 20 guest bedrooms at Broadoaks are considered to be fully disabled rooms as they do not meet the specified DDA requirements.

Our beds are normally made up with duvets, sheets and blankets can be provided if preferred. Our standard pillows are super firm deluxe hollow fibre , however alternatives are also available.

Please specify before your arrival if required.

Each room has a minimum of :

2 x bedside tables,

2 x bedside lamps or wall lights

A wooden wardrobe or shabby chic wardrobe rail

A dressing table with a stool .


Tea and Coffee making facilities .

TV with DVD (or Sky)


There are 'In Case of Fire' instructions posted on the back of the guest room doors.

There is a dedicated information folder for each of the bedrooms with maps giving information on NHS facilities, local restaurants/pubs, travel, theatres and local golf facilities.

Coach House Building

| Room Name | Floor | Bath | Toilet | Bed | Flooring |
|---|-------------------------|--|-------------------|---|--|
| Boudoir  | Ground , by rear access | Walk in shower entry gap 900mm, separate bath | 395mm high toilet | Superking sized , bed height 700mm | Karndene in bedroom , tiles in bathroom , room and bathroom on a single level no steps |
| Redwood | Ground , by rear access | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | Kingsize bed in room 1 , 700mm high Small 4ft double room 2 , 700mm high | Carpet in bedroom tiles in bathroom. Room and bathroom on a single level no steps |
| Top Coach | Ground , by rear access | Small 1100mm x 1000mm corner bath with overhead shower | 395mm high toilet | Kingsize, 700mm high | Carpet in bedroom tiles in bathroom. Room and bathroom on a single level no steps |
| Rowan | Ground | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | Double, 700mm high | Carpet in bedroom tiles in bathroom. Single step up bathroom |
| Yew | Ground | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | Double, 700mm high | Carpet in bedroom tiles in bathroom. Single step up to bathroom |

Main building

| Room Name | Floor | Bath | Toilet | Bed | Flooring |
|--|---|--|-------------------|------------------------------------|--|
| Walnut  | Ground , by courtyard ramp or from reception corridor | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | Superking sized , bed height 700mm | Carpet in bedroom tiles in bathroom. Room and bathroom on a single level no steps |
| Elm | Ground , by courtyard step or from reception corridor | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | Superking sized , bed height 700mm | Carpet in bedroom tiles in bathroom. Room and bathroom on a single level . One small 75mm step in centre of room . |
| Willow | 1 st floor via staircase | Small 1100mm x 1000mm corner bath with overhead shower | 395mm high toilet | Double, 700mm high | Carpet in bedroom tiles in bathroom. Room and bathroom on a single level no steps |
| Maple | 1 st floor via staircase | 1200mm x 1000mm bath with overhead shower | 395mm high toilet | Double, 700mm high | Carpet in bedroom tiles in bathroom. Room and bathroom on a single level no steps |
| Cedar | 1 st floor via staircase | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | King sized , 700mm high | Carpet in bedroom tiles in bathroom. Room and bathroom on a single level no steps |
| Pine | 1 st floor via staircase | 1600 round sunken bath | 395mm high toilet | King sized , 700mm high | Carpet in bedroom tiles in bathroom. Room and bathroom on a single level no steps |

Garden Suites & Retreat

| Room Name | Floor | Bath | Toilet | Bed | Flooring |
|--------------------|--------------------------------------|---|-----------------------|-----------------------------------|---|
| Riverhaven | 4 x Wooden deck steps up from ground | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | king sized , bed height 700mm | Karndene in bedroom & bathroom , room and bathroom on a single level no steps |
| Rippledean | 4 x Wooden deck steps up from ground | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | king sized , bed height 700mm | Karndene in bedroom & bathroom , room and bathroom on a single level no steps |
| Troutbeck | 4 x Wooden deck steps up from ground | Large 1400mm x 1400mm corner bath with overhead shower | 395mm high toilet | king sized , bed height 700mm | Karndene in bedroom & bathroom , room and bathroom on a single level no steps |
| The Retreat | 6 x Wooden deck steps up from ground | 2 x Half circular 1800 sunken bath tub (one inside , one outside) | 2 x 395mm high toilet | 2 x king sized , bed height 700mm | Karndene flooring throughout |