

## **ACCESS STATEMENT for Medieval Lodge**

Here at Medieval Lodge we will try our very best to cater for all our guests, but being the property was built in 1489 so many restrictions do apply. The property is medieval and grade 2 listed so regrettably we cannot cater for wheel chair bound people.

All our rooms are based on the 1st floor so there are stairs to climb (non on ground floor level) also all the doorframes are simply not wide enough for wheel chair excess.

### **Pre-arrival**

Our main station is about 20 minutes away, but there is a local reliable taxi service so if you wish we can call one for you. Our menus are in fairly large print any problems filling them out we will be glad to help you fill them out.

Our website is very good and very easy to understand. You can contact us by email or telephone. I'm afraid we do not have a car park, but if you would like to park out side the bed and breakfast where you can unload, and of course we will help you with your luggage we can then guide you to the car park near by which is perfectly safe as wardens patrol all night and it also has CCTV. There is also free on road parking about 300 mtrs away again we can guide you to this.

We are in the heart of the old town so shops, restaurants etc are near by also the new town are approximately 15 minutes away.

### **Services not available at Medieval Lodge:**

Laundry shop, leisure facilities, outdoor facilities, restaurant.

All rooms at Medieval Lodge are on the 1st floor, with a small winding staircase and a few stairs to climb. The kitchen dinner is on the ground floor.

### **Garden**

We have a small 2 tier enclosed garden, the bottom tier is an enclosed patio area where customers can sit and relax or have a cigarette where we can supply an ashtray for you. Bicycles can also be stored very safely here for you.

### **Additional information**

We try to offer a allergy free environment throughout the buildings. (ie. we do not have any feathers in the pillows or duvets). All mattresses and pillows have protectors on them and as the owner is allergic to most animals including dogs, we do not allow dogs on the premises. Mobile phone reception is fairly good. All rooms have wi-fi access. All rooms are non-smoking; if you are a smoker then please feel free to have one in the garden where an ashtray will be provided for you. If you have some items that need to be stored in a cool place then please ask and we will put these in our large fridge in the kitchen.

Check-in is between 1200 and 1330, or after 1600. Please call to arrange check-in outside these times. On the last day of stay we ask if customers can vacate the room by 10.30. If you would like a walk around before you go home and do not want to take your luggage around with you then please feel free to ask and we will look after it for you.

We will do our best to accommodate your every need and we welcome your feedback but please bear in mind that the property is an old, grade II listed building, so some restrictions do apply. Please understand that there are certain things that we can and cannot do.

Lastly, if there is anything that you are not happy with then please feel free to speak to us as the last thing we want is for you to go home unhappy.  
Full access statement available on request.

**Yours sincerely Jane and Ricky - Medieval Lodge**