

## **Access Statement For Norcroft Guest House**

**We are very proud to be able to include within this Access Statement that we have been awarded Mobility Level 1 within the National Accessible Scheme for our ground floor bedroom and also ground floor public areas**

### **Introduction**

Norcroft Guest House has 9 bedrooms which are offered for bed and breakfast. We can accommodate up to 22 guests, and we look forward to welcoming you

### **Pre-Arrival**

When booking you will be asked for your personal details (name, address, contact telephone number) and a small deposit. The deposit is non-refundable and can be paid by credit or debit card or cheque. Cheques to be made payable to Norcroft Guest. Directions and confirmations can be provided on request

### **Arrival & Car Parking Facilities**

Norcroft Guest House enjoys ease of access from the M6 motorway, making us an ideal location for exploring the Lake District and the Eden Valley. Just a few short miles away, the Border City of Carlisle and Hadrian Wall can be found. Equally we are ideally situated for those travelers looking for an overnight stay when travelling up, or down, the country

We are situated on Drovers Lane, towards the north of the market town of Penrith, directly opposite St Catherines R.C Church and school, within easy reach of the town centre (just a 5 minute level stroll)

We are able to offer private off road car parking to the rear of the house. The car park is level, and also level access to the house via

the “back door” is offered from this area. The front door has 3 steps

### **Main Entrance & Reception**

Door bell on left hand side of door, clearly marked.

The back door is 840mm wide

There are no restrictions on the corridor width, which exceeds 900mm

### **Public Areas - General (Internal)**

There are no width restrictions or obstacles within the corridor area which exceeds 900mm wide

There is an illuminated bell push on the wall opposite the kitchen door, at a height of 1400mm, which can be used to call us at any time

Stairs to the first floor are wide with a sturdy handrail, although the staircase to the second floor is narrower and steeper

We are always happy to carry your luggage

We can also provide a drying room if needed, just in case of rain, and we are able to do laundry if needed, please just ask

### **Dining Room and Lounge**

On the ground floor, the dining room is to the right of the hallway, and the lounge, the left

Both rooms offer level access with doors which are 800mm wide

A choice of seating styles available in the lounge

Should a chair with arms be required in the dining, again please just ask, we can provide

### **Bedrooms**

As already mentioned we offer 9 bedrooms, 8 of which are over 3 floors. First floor bedrooms are more spacious, two of which are family rooms with bunk beds in adjoining, separate rooms

One bedroom is available on the ground floor and is easily accessed from the back door entrance area and car park

This bedroom is fitted and furnished to aid ease of use. The bedroom door is 800mm wide, furniture and seating within this bedroom can be moved or removed to further add to ease of use. There is 900mm to one side of the beds to allow access.

The en-suite to this bedroom is specific in design being a “wet room” with level entry shower. The en-suite door is 800mm side. Handrails to the shower, wash hand basin and w.c are as required within the National Accessible Scheme. A shower seat can be supplied, along with other aids (toilet seat riser etc) which can be provided on request

## **Bathrooms**

All of our bedrooms offer en-suite facilities. The 3 first floor bedrooms offer spacious bathrooms with bath and shower over the bath. Bedrooms on the second floor have shower rooms (all of course with w.c and wash hand basin)

## **Contact Information**

- Address: Norcroft Guest House, Graham Street, PENRITH, Cumbria. CA11 9LQ
- Telephone: 01768 862365
- Email: [info@norcroft-guesthouse.co.uk](mailto:info@norcroft-guesthouse.co.uk)
- Website: [www.norcroft-guesthouse.co.uk](http://www.norcroft-guesthouse.co.uk)
- Emergency number: 07785 222588 (mobile)

Directions on how to find us can be found on our web-site. Please do not hesitate to contact us if we can be of any assistance

**We welcome your feedback to help us continuously improve if you have any comments please phone 01768 862365 or email [info@norcroft-guesthouse.co.uk](mailto:info@norcroft-guesthouse.co.uk)**