

# Cranmer Country Cottages 2010

## Access Statement for Garden House

### Introduction

Cranmer Country Cottages is a small complex of single story cottages arranged around three courtyards. The accommodation is in converted buildings originally part of a Victorian farm. The soft red brick buildings have been sympathetically restored in keeping with the farms original layout and appearance. We have tried to provide as much information as possible in this statement, if you have any queries please do not hesitate to contact us. We look forward to welcoming you.

- ❖ We provide 1 cottage – Tern especially designed to be suitable for people using wheelchairs and can provide some mobility aids for that cottage – please see individual details. We provide one cottage - Woodpecker suitable for people travelling with one registered working dog. Please note that dogs must be exercised off site. (Registration documents must be shown hearing dogs must wear identity jackets at all times)

### Pre-Arrival

- ❖ We have an informative website showing cottage floor plans and up to date availability.
- ❖ Bookings/enquiries can be made via email, fax or phone. A booking is then confirmed upon receipt of the completed booking form and booking deposit or full payment for short breaks. Please let us know of any special requirements on your booking form. (Accessories are suitable for use in Tern cottage only). We can only guarantee these items will be in your cottage if they have been requested in advance. We cannot provide specialist mobility aids, the items we do provide can be used at the guests own risk.
- ❖ Registered working dogs are permitted in Woodpecker cottage only – there is an additional housekeeping charge of £25.00 per booking.
- ❖ The nearest bus stop is approximately 1 km from the cottages. There are no pavements or street lights.
- ❖ The nearest station is Kings Lynn approximately 21 miles from Cranmer.

- ❖ Guests can arrange for Tesco/Waitrose home delivery service to deliver shopping to their cottage once they have arrived or after 4.00pm. (Unfortunately we cannot put food away in the cottages during change over period).
- ❖ A personal welcome cannot be guaranteed out of usual business hours. Arrival is between 4.00pm and 6.00pm on a Monday and Friday. Departure is by 10.00 am also on a Monday and Friday. If we cannot meet you on arrival we will arrange to meet with you in your cottage with you at a mutually convenient time to ensure you have everything you need.
- ❖ There is a comprehensive welcome/essentials information folder available in your cottage when you arrive. The information includes site layout, fire safety and emergency telephone numbers and is printed in 12 point font. If you have a problem with this please let us know prior to your arrival.
- ❖ Please telephone us if you are likely to arrive after 6.00pm and we will make arrangements to leave a key for you.
- ❖ There may not always be someone on site during your stay. In an emergency the nearest hospital is Kings Lynn 45 minutes from Cranmer.
- ❖ Mobile phone reception is not very good in cottages or on site generally

### Arrival & Car Parking Facilities

- ❖ There is parking for 1 car directly outside Garden House in courtyard 3 with additional parking in the north car park. Cars must be parked in the parking areas when not dropping off.
- ❖ Drop-off is available for a single car at a time within the cottages main courtyard entrance. The entrance to the courtyard has a slight slope and gate, the area is gravelled.

### Main Entrance & Office

- ❖ The office is up a steep flight of stairs above the garages immediately to the left as you enter the main courtyard. There is a bell to attract attention; however the office is not always manned. There is a letterbox in the main door where notes or keys maybe deposited. The house can be contacted using the business number.

- ❖ Arrival periods can be busy, we may be showing other guests into their cottages and therefore not appear to be around when you arrive but we will endeavour to show you into your cottage as soon as we can. Arrival is between 4.00pm – 6.00pm. We cannot guarantee a personal greeting out of those times.

### Grounds and Gardens

- ❖ Each cottage has an individual terrace at the rear accessible via double glazed sliding doors – Threshold 18cm, Grassed paddock open plan play area (no dogs allowed)
- ❖ Grassed areas are uneven due to rabbit population
- ❖ Play equipment available for children under supervision
- ❖ Registered working dogs are accepted in Woodpecker cottage only.
- ❖ All areas are strictly non-smoking
- ❖ Paved courtyards maybe uneven in places and are not suitable for vehicles

### Shared on-site laundry

- ❖ Separate 24hour coin operated laundry
- ❖ Outward opening door 110cm wide
- ❖ 3 standard washing machines – door 50cm height and 2 gas fired tumble driers – door at 2.50m height. Coin box at 1.30m height.

### Shared bike shed

- ❖ Designated for bicycle storage only

### Leisure facilities

#### Shared Swimming pool

- ❖ Door width 87cm – heavy auto closing inward opening
- ❖ 20cm threshold from step 74cm deep and 7cm high
- ❖ Non slip safety floor – remove shoes before entering changing area.
- ❖ Large changing room/shower/w.c.
- ❖ Cannot provide hoist or assistance due to health & safety

- ❖ Water entry – shallow steps with handrail on right hand side only.
- ❖ No lone swimmers permitted
- ❖ No lifeguard
- ❖ Pool use dependent on signing insurance waiver on arrival and at own risk.

#### Tennis Courts

- ❖ Accessed from main road gate or paddock stile (locked gate for children's safety)
- ❖ Unmade road and gravel path

#### Games Room

- ❖ Accessed through double doors – bolted at top on one side.
- ❖ Single Door width 76cm
- ❖ Payphone available
- ❖ Broadband internet access available

#### Shop

- ❖ There is no shop on site
- ❖ Nearest town for everyday shopping is Fakenham with Tesco and Morrisons – 15 minutes from Cranmer by car.

### Garden House

#### Front Entrance

- ❖ The cottage is located in courtyard 3.
- ❖ Access is across a gravel parking area.
- ❖ The inwards opening door is 83cm wide. This is the fire exit door.
- ❖ There is a fixed threshold of 12cm leading into the tiled hallway.
- ❖ Inside the front entrance is the hallway and into the partially open plan kitchen dining lounge area with interior hall width 83cm.
- ❖ Décor is white with slate tiled floor.

#### Bathroom & WC

- ❖ Door width 73cm
- ❖ White tiles and white ceiling, pale grey slate tiled floor
- ❖ Separate shower cubicle with curved fixed glass shower door.
- ❖ Toilet seat height 36cm

- ❖ No space to left hand side of toilet, no available space on the right hand side
- ❖ Free standing bath no grab rails
- ❖ Square basin
- ❖ No release mechanism on outside of locked door

### Self-Catering Kitchen

- ❖ Kitchen open plan with dining room,
- ❖ Evenly lit kitchen with additional lighting over work surfaces
- ❖ Walls are painted white
- ❖ American Fridge freezer
- ❖ Slate tiled floor

### Open Plan Dining Room & Lounge

- ❖ Door width 74cm
- ❖ The dining room is open plan with the lounge and kitchen.
- ❖ Heavy oak dining room furniture is not suitable for height adjustment due to leg construction. Chairs do not have arms.
- ❖ Free space between table and walls is at least 85cm all around.
- ❖ Flooring is slate tiled throughout
- ❖ TV with remote control, DVD & video. Teletext.
- ❖ Glass patio doors to terrace, 12cm threshold, 20cm wide gravel land drain.

### Double bedroom 1

- ❖ Door width 82cm
- ❖ King sized bed
- ❖ Mattress height 54cm
- ❖ Furniture fixed
- ❖ Non feather duvets and pillows provided
- ❖ Sheets duvet covers and pillow cases are polyester cotton mix
- ❖ Neutral coloured carpet and walls
- ❖ Access to ensuite bathroom
- ❖ 72cm entrance door width
- ❖ Shower cubicle 61cm door width
- ❖ WC 36cm seat height
- ❖ Square basin
- ❖ Smooth travertine floor tiles & rugs
- ❖ No grab rails

### Double bedroom 2

- ❖ Door width 78cm
- ❖ 5ft sized bed
- ❖ 44cm mattress height
- ❖ 0.8 m to right hand side of bed .8m to left hand side
- ❖ Furniture fixed
- ❖ Non feather duvets and pillows provided
- ❖ Smooth tiled travertine floors & rugs

### Twin Bedroom

- ❖ Two single beds along the walls 80cm between the beds
- ❖ Fixed furniture
- ❖ Smooth tiled travertine floors & rugs

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Hours of operation: change over days Monday and Friday  
9.00am – 6.00pm

Emergency Number – 01328 823135 Lynne & John Johnson or  
Mangers' Mobile 07947 822316 Mr Nigel Carr. (Evenings and  
weekends only when the owners are away)

Local Equipment Hire – Red Cross 01603 426361 Norwich

Local Doctor's Surgery – Fakenham 01328 851321

Public Transport info – Traveline 0870 608 2 608  
[www.traveline.org.uk](http://www.traveline.org.uk)

We welcome your feedback to help us continuously improve if  
you have any comments please phone or Email

Tel 01328 823135 or [Lynne@cranmercountrycottages.co.uk](mailto:Lynne@cranmercountrycottages.co.uk)