

Cranmer Country Cottages 2007

Access Statement for Tern Cottage

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 2 cottages – Tern & Wagtail especially designed to be suitable for people using wheelchairs – please see individual details. We provide one cottage - Woodpecker suitable for people travelling with one registered working dog, this cottage has its own fenced garden. (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 Wagtail and Tern cottages 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 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 45minutes from Cranmer.
- ❖ Mobile phone reception is not very good in cottages or on site generally

Arrival & Car Parking Facilities

- ❖ There is a gravel car park across the road opposite to the main courtyard entrance to the cottages @ 17.5m from the entrance.
- ❖ Cars must be parked in the parking areas when not dropping off. Car parking is not possible directly adjacent to the cottages.
- ❖ 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 paved with dark concrete sets with gravel borders. The paved area beyond the bollards is not suitable for vehicles.
- ❖ There is a wide path of approximately 23.5 metres to the front doors of Wagtail and Tern cottages.

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 10cm, please request a ramp if required.
- ❖ 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 as it has its own fenced garden.
- ❖ 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
- ❖ 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.

Mobility Extras

- ❖ Please request in advance of your stay
- ❖ Available for Wagtail and Tern cottages only:
 - Access ramps
 - Drop down arm for W.C.
 - 5cm riser blocks for the bed
 - 4cm riser blocks for the table
 - Backless perching stool for the shower

Tern Cottage

Front Entrance

- ❖ The cottage is located behind the games room between courtyard 1 & 2.
- ❖ The inwards opening door is 110cm wide and the key hole lock is 97cm high. This is the fire exit door.
- ❖ There is a fixed threshold of 7cm leading into the hallway.
- ❖ A ramp can be provided.
- ❖ Inside the front entrance is the hallway 148cm wide which leads to the bedroom to the left, bathroom straight ahead and the open plan kitchen dining lounge area to the right.
- ❖ Décor is pale cream and white with contrasting oak laminate flooring.
- ❖ There are no hand rails fitted to the exterior of the buildings

Bathroom & WC

- ❖ Door width 90cm
- ❖ Fully tiled, continental shower room. White tiles and ceiling, pale grey non-slip safety floor sloping to central drain
- ❖ Shower has fixed head at 2m height, controls at 107cm
- ❖ Free space in bathroom (free of doors and furniture) 1.20m x 1.90m
- ❖ Horizontal handrail to the right of the shower at 80cm high
- ❖ Toilet seat height 40cm
- ❖ Space to right hand side of toilet, no available space on the left hand side
- ❖ Drop down arm available for right hand side – adjustable height
- ❖ Horizontal hand rail to left hand side at 80cm height
- ❖ Space under washbasin is free (no pipes or vanity unit)
- ❖ Washbasin height 88cm
- ❖ Over basin mirror at 106cm
- ❖ No release mechanism on outside of locked door

Self-Catering Kitchen

- ❖ Kitchen open plan with dining room, door from corridor 90cm.
- ❖ Worktop height is 92cm
- ❖ Combined oven/grill - door opens left to right – height of lowest shelf 37cms.
- ❖ Sink is 92cm high with cupboards underneath.
- ❖ Gas hob is at 92cm

- ❖ Flooring is laminate - light oak coloured
- ❖ At least 89cm free space between all furniture and worktops
- ❖ Evenly lit kitchen with additional lighting over work surfaces
- ❖ Walls are painted off white
- ❖ Fridge with freezer below – highest shelf in fridge 1.27m

Open Plan Dining Room & Lounge

- ❖ Door width 93cm
- ❖ The dining room is open plan with the lounge and kitchen.
- ❖ Rectangular table (moveable) – legs on each corner, 63cm. Floor to lowest point of table (under space), 1.2m long and 90cm wide and 75cm high. Height can be raised max 4cm if advised before arrival
- ❖ Dining chairs have no arms seat height is 45cm
- ❖ Free space between table and walls is at least 85cm all around.
- ❖ Chairs moveable – 2 Ikea bent wood framed chairs – arms and frame not recommended as load bearing – seat height 28cm arms at 48cm.
- ❖ 2 seat sofa with low back and arms – seat height 42cm
- ❖ There is free space of 1.25 by 1m clear of doors and furniture
- ❖ Flooring is laminate throughout
- ❖ Furniture is movable and all is non-feather
- ❖ TV with remote control, DVD & video. Teletext.

Double bedroom (wheelchair accessible bedroom)

- ❖ Door width 90cm
- ❖ King sized bed
- ❖ Bed height 48cm floor to top of mattress. Height can be raised max 5cm using temporary blocks - if advised before arrival
- ❖ Non feather duvets and pillows provided
- ❖ Sheets duvet covers and pillow cases are polyester cotton mix
- ❖ Largest transfer space available to right of bed is 1.6m
- ❖ Largest free space clear of doors and furniture is 140cm x 160cm
- ❖ Neutral coloured carpet and white walls

Twin Bedroom

- ❖ Twin single beds one side against each wall (fixed)
- ❖ 74cm space between beds – no lateral transfer space

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 Surgery – Fakenham 01328 851321

Public Transport info – Traveline 0870 608 2 608
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@cranmercourtrycottages.co.uk