

# Access Statement For The Norfolk Guest House Felixstowe

## Introduction

The Norfolk Guest House is a brick built Victorian/Edwardian building.

The building is typical of Felixstowe having a balcony at the front of the house offering a sea view. Two of our bedrooms have access to this balcony area.

The Norfolk Guest House started life as two separate buildings, hence the address of 1-3 Holland Road. Internal walls were knocked through on each floor to create one building about sixty years ago and fire doors put in place.

We aim to cater for the needs of all visitors to our home which offers nine letting bedrooms. The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.

## Pre-Arrival

- The main train station is approximately  $\frac{3}{4}$  of a mile away.
- There is a local taxi service.
- The nearest shop is approximately 250 yards away.
- The nearest bus stop is approximately 250 yards away.
- Menus can be provided in large print by prior arrangement.
- We have an easy to navigate website [www.thenorfolk.com](http://www.thenorfolk.com)
- You can contact us via phone or email (details below)

## Arrival & Car Parking Facilities

- We do not have a car park but there is free on-street parking.
- Parking restrictions on the opposite side of the road are in place from 1<sup>st</sup> May to end of September between the hours of 10am to 6pm.
- There are no parking restrictions on the seafront near the guest house.
- The footpath outside the guest house is level and flat.
- Assistance with luggage is always available.

- The town is about a 20 minutes walk from the guest house.
- Rooms are available from 3pm, we ask you to vacate your room by 10.00am on day of departure.

### **Main Entrance & Reception**

- The entrance door is on street level with no steps into the house.
- The front door is always locked and the door bell is situated on the right of the entrance, 1.25m from the ground.
- The front door is 75cm wide.
- On entry into our home there is a hallway 1.10m wide. This narrows to 87cm where there is a radiator shelf.
- The floor is carpeted throughout the ground floor.

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

- Corridors on the ground floor to the guest lounge and breakfast room are each 1.10m wide and are centrally heated.
- Corridors have a good colour contrast and are well lit.
- All rooms including public areas have central heating.
- The flooring on all corridors on the ground floor is short pile carpet.
- The covering on stairs and upstairs corridors is short pile carpet
- The breakfast room and the guest lounge are on the ground floor.
- The breakfast room has four tables for two people and two tables for four people, all chairs are of sturdy construction.
- The guest lounge has a three seater settee and two matching chairs. There is a comprehensively stocked bookcase and tourist information.
- In house number '3' the banister is on the right when ascending, there are 10 stairs to a landing where we have a standard single room with a toilet next to it.
- There are a further 7 steps leading to a landing where we have another standard single room and two double en suites.

- Another 8 steps lead to a landing with a single en suite room.
- The stairs are 17cm high, 21cm deep and 76cm wide.
- In house number '1' the banister is on the left when ascending, there are 10 stairs leading to a landing where we have a bathroom which is shared by the two standard single rooms. Next to the bathroom is a toilet.
- There is a further 7 steps leading to a landing where we have a single en suite room and a twin/king size en suite room.
- Another 8 steps lead to a landing which then continue up a further seven steps to two standard double bedrooms and a bathroom.

## **Bedrooms**

- We have three en suite double bedrooms one of which can be either a twin/king size and two single en-suite rooms.

In addition there are two standard single and two standard double rooms. The two single rooms share a bathroom which has a bath and a shower cubical fitted with a power shower. The two standard double rooms share a bathroom which has a bath with a power shower fitted.

- The entrance to each bedroom is level.
- There is a hospitality tray and kettle, hairdryer, sewing kit, shoe shine kit and a TV in each bedroom.
- An iron and ironing board is available on request.
- We are happy to keep any medications in our fridge.
- Secure Wi-Fi access available to those with a compatible laptop.
- All showers have full opening shower doors.
- All bedrooms are individually decorated to the highest standard.

## **Additional information**

- Fire extinguishers are distributed around the guest house and are clearly labelled. The fire alarm system is tested every Saturday around 11.00am. This is a system of bells, there are no flashing lights.
- In the event of a fire alarm sounding any hearing impaired guests would be personally collected from their room.

- All fire exits are clearly marked and a full fire prevention system in operation. Please ensure you read the fire instructions in your room.
- We have two food hygiene certificates.
- We have two cats which although sometimes seen are not allowed into the dining area or bedrooms.

### **Contact information**

Address: 1-3, Holland Road, Felixstowe, Suffolk IP11 2BA

Telephone: 01394 283160

e-mail: [thenorfolk@btconnect.com](mailto:thenorfolk@btconnect.com)

Website: [www.thenorfolk.com](http://www.thenorfolk.com)

### **Future plans**

We are constantly trying to better the service we provide for our guests and will always keep looking to improve and upgrade so as to achieve the highest standards possible. Feedback is very important in this respect so if you have any comments please let us know.