

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for The Shellbrooke

Introduction

Located in the town of Hunstanton on the wash we are minutes from the centre of town on a road with a slight incline, which leads down to the cliff top gardens and promenade.

We are a 4* guest house as rated by Visit England, and have thirteen bedrooms, one of which is on the ground floor.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01485 532289 or email info@theshellbrooke.co.uk.

Pre-Arrival

- King's Lynn railway station is 15 miles away.
- There are taxis available from King's Lynn to Hunstanton.
- There are five bus routes which come from King's Lynn to Hunstanton. Stagecoach run route 10 via Dersingham and Snettisham and route 11 via castle Rising and Sandringham both take an hour, and the Coast Hopper via Heacham, Snettisham and Dersingham takes about 50 mins. Lynx buses – which are red – run route 35 which goes through the villages and takes about an hour and route 36 which is faster (about 45 mins) and goes via the edge of North Lynn trading estate. Timetables can be found at stagecoachbus.com and lynxbus.co.uk.
- The streets around the guesthouse are tarmacked, and lead down to the seafront.
- There is a mobility shop in town.
- We can provide large print menus and access statement.

Car Parking and Arrival

- We have limited parking across the road in front of the building for 5 cars and behind the building down a gravel track for another 5, although this can not be guaranteed, especially when people park badly.
- There is a 45 minute restriction between 9am and 6pm every day. If you have a disabled badge you can park with no problem.
- There are two steps from the pavement to the terrace in front of the building,

and another 2 steps through the porch to the front door and hallway.

- There is no lighting at the rear of the property, and general street lighting at the front.
- The porch door is 25" / 63cm wide and the front door is 33" / 84cm wide.
- We can carry your luggage to your room - please just ask.
- There is no access to the guest house from the rear of the property.

Welcome Area

- The welcome area is level throughout and is carpeted with short pile.
- The area is lit by two ceiling lights which are dimmed after 10pm.
- We do not have a loop system but can speak slowly and clearly for you, and provide pen and paper if necessary.
- We can show you around the property if you so wish.

Bedrooms

- There is one ground floor bedroom which is designated a family room with a double bed and two bunk beds, but this can be used as a double if stairs are a problem.
- There is a wardrobe, chest of drawers, desk with drawers, two bedside tables and two chairs in this room. The rail can not be moved in the wardrobe.
- Each room is named.
- Ground floor - Hunstanton.
- First mezzanine - Brancaster.
- First floor - Heacham, Seaview, Norfolk, Sandringham, Holkham.
- Second mezzanine - Cley, Wells.
- Second floor - Sheringham, Beachview, Sunrise, Cromer.
- The door opening is 28" / 71cm.
- Furniture can be moved around in Hunstanton.
- Bedrooms have standard double (4ft 6ins) and single beds (3ft).
- All bedrooms have a wardrobe, chest of drawers and bedside tables. Some also have a desk with drawers.
- Deluxe rooms have a digital TV/radio with Freeview.
- Standard rooms have a digital TV/radio with Freeview.
- All rooms are lit by a central light fitting on the ceiling, and bedside lights.
- All bedrooms have a short pile striped beige and brown carpet, cream walls,

- and white doors and doorframes and white skirting boards.
- All rooms have one wall which has patterned wallpaper.
 - All bedding is non-allergenic. There are feather accent cushions in Sunrise and Beachview which can be removed if required.
 - All TV's have subtitle buttons.

Bathrooms, Shower-rooms & Toilets (Ensuite or Shared)

- All rooms except the single room have ensuite facilities. The single room has a private bathroom which is down 7 steps and up 1 step.
- Access is level from the bedroom to ensuite facilities in all ensuite rooms.
- The access door to the bathroom is 28" / 71cm.
- Standard rooms have showers which have a step up into it. Deluxe rooms have a bath with shower over.
- All sinks have pedestals and are 32" / 81cm high. There is no clear space underneath.
- All toilets are 17" / 43cm high.
- All baths are 23" / 58cm high.
- There are standard taps on all basins and baths.
- The floor in the bathroom is dark grey slate tiles with white skirtings and which painted walls.

Public Areas - Halls, Stairs, Landings, Corridors

- These areas are lit by standard light fittings and are well illuminated.
- All flooring is Wilton short pile carpet.
- There are 12 steps from the ground floor to the first mezzanine.
- There are 18 steps from the ground floor to the first floor.
- There are 8 steps from the first floor to the second mezzanine.
- There are 10 steps from the second mezzanine to the second (top) floor.
- There is a bannister up the main staircase.

Public Areas - Lounge

- The lounge is inside the front door on the right.
- The door is 33" / 84cm wide with level access. The floor is carpeted with a short pile Wilton carpet.
- There are three two seater sofas arranged around a low chest table 18" /

- 46cm high. There are a couple of side tables and a padded higher chair.
- There is a central light fitting and two standard lamps.
 - There is a wall mounted TV (41" /104cm screen)

Public Toilet

- There is a public toilet which is on the first mezzanine up a further 2 steep steps.
- There is a toilet and wash basin.
- The door is 28" / 71cm wide.

Dining Room

- The restaurant is on the level with the hall and lounge.
- The floor is laminated
- There are 11 tables and 22 chairs - in varying arrangements depending on who is staying. There is not much room to move around between the tables.
- The door is 33" / 84cm wide.
- The room is lit by three ceiling fixtures which are dimmed in the evenings.
- There is an electric wall fire which is turned on during the colder winter months when necessary.
- We cater for coeliac, lactose free and vegetarian diets. We appreciate fore warning of dietary needs as not everything is always in stock.
- The tables are light wood, and all crockery used is white.
- The nearest WC is on the first mezzanine (12 steps).

Additional Information

- We welcome assistance dogs.
- There are points available in the lounge where mobility scooters can be charged.
- The local doctor is in Valentine Road (5 minutes walk)
- The nearest hospital is The Queen Elizabeth in King's Lynn 15 miles away. (30 minutes if traffic is good.)
- WiFi is available throughout the guest house and is free.
- There is a restaurant in the guest house which serves dinners (when booked) from 6 - 8pm. Booking is necessary.

Contact Information

Address (Inc
postcode): 9 Cliff Terrace Hunstanton Norfolk PE36 6DY

Telephone: 01485 532289

Email: info@theshellbrooke.co.uk

Website: www.theshellbrooke.co.uk

Hours Of
Operation: 24 hours although there are no staff on duty between 10pm and
8am every day. There is a bell for emergencies.

Local Public
Transport: Stagecoach and Lynx buses at the bus station 5 minutes walk.