

Access Statement for The Coach House Canterbury

Introduction

The Coach House is a Grade II listed Georgian building and is over 300 years old. We aim to meet the needs of all our guests, however with a listed period building there are features which might make access difficult for people with limited mobility. The following statement is a summary of our provision and a guideline. If you have any specific questions please feel free to call us and we will endeavour to help.

Pre-Arrival

- You can contact us by telephone, email, post or fax. Contact information is listed in the contact details section of this document.
- We have an informative website which provides pictures of our establishment and further information.
- Brochures can be provided and sent via email or post in large print by prior arrangement. We regret we do not have facilities to prepare documents in Braille.
- We are situated in the city centre within the city walls. Easy access to the city centre and all amenities.
- The Canterbury East train station is about 5 minutes walk and the bus station is about 1000 meters walking from the guest house. Taxis (including accessible vehicles) are usually available at the bus/train station but we can book one for you in advance if required.
- There is a large choice of local places to eat and an array of shops and sightseeing establishments.

Arrival & Car Parking Facilities

- Car parking is on site and spaces are on a 24hr allocation. 12.00 on the day of arrival until 12.00 on the day of departure. Usually the room check-in starts at 3pm and finishes at 10pm.
- We have a private off road car park at the front and rear (weekends only) of the house, although parking spaces are limited to 6 cars, 1 per room. We also have city parking tickets available, there is a £5.00

charge per day.

- The assistance with luggage is always offered to all guests. From the car to the room.

Main Entrance, Reception & Ticketing Area

- The main entrance is well lit in the evenings and at nights. There is 1 small step leading to the front door, 3 inches high and 15 inches wide. The emergency exit door is easily accessible as it is the main door.
- There is a push door bell and knocker at the main entrance.
- There is a seating provided in the hallway and reception area.

Public Areas - Hall, Stairs, Landing, Corridors etc

- The house has carpet, wooden or laminated flooring (rugged) including public areas like corridors, stairs and dining room. The guests' accommodation is situated on the ground, first and second floors. The ground floor room is accessed with no steps. There is a flight of 12 steps to first floor and further 12 steps to second floor.
- All hallways and landings are well lit in the evenings and at nights.
- The courtyard has an covered alley access point where there is space for wheelchairs or prams & pushchairs.
- A bell is provided in the main corridor on the ground floor to call for assistance.

Public Areas - Sitting room, lounges, lobbies etc

- There is a small public lounge with sofa and easy chair. Computer and internet are available for use as well as a small book library.
- The guests are free to use the dining room and garden courtyard at the rear of the house. (during the summer months for the courtyard).

Public WCs

- There are no public facilities available. All rooms are either en suite or with private facilities.

Breakfast Room

- Breakfast is served in the dining room situated on the ground floor. There is one small step 3 inches high from the hallway into the dining room.
- Furniture is flexible and can be moved on request.
- The dining room can sit up to 12 people. Chairs can be moved to accommodate, as can tables.
- A square table for two people has got under space of 80cm with central legs so no obstructions around the tables.
- Full waitress service is offered throughout the breakfast.
- There is no bar or restaurant on the premises.
- Within walking distance there is an array of establishments for lunches and dinners. We do not allow takeaways in the rooms. Please ask for details and information. This can also be found at the information point in the hallway.

Laundry

- Laundry service is available on request. Please ask the member of staff for further details.

Outdoor Facilities

- The guests can use the courtyard garden (during summer months). Please ask the member of staff for details and conditions of use.

Bedrooms & Sleeping Areas

- All bedrooms are carpeted throughout. Bathrooms are tiled.
- The house is centrally heated throughout but temperatures can be adjusted in each room to suit requirements.
- On the ground floor there is 1 bedroom which is en suite.
- First floor there are two bedrooms: one single, two double and both en suite.
- On the second floor there are three rooms: one double, one twin and one family room. There are 2 sides to the second floor. One side has a family room, corridor to the other side of the house with 2 private floors and a room on each floor.
- All the rooms are equipped with: colour flat screen freeview DVB/

DVD TV with remote control, WiFi, alarm clock, tea/coffee making facilities.

- Each bedroom has chairs or sofa (except for a single room), dressing table, a wardrobe, chest of drawers and bedside tables.
- All bedrooms have got pillows and duvets, changed regularly. Extra blankets and pillows are available on request as we heaters.
- There is a leaflet in each bedroom which contains further information about the guest house. All information can be provided in large print on prior request.

Bathroom, Shower-room & WC [Ensuite or Shared]

- 2 rooms en suite. (single and a ground floor double).
- 1 double has walk in shower and private WC.
- 1 double, 1 twin and the family room are on private floors with bedroom and bathroom.

Additional Information

- Mobile phone reception in the guest house is good.
- We do not permit smoking in the house and the premises (including front and rear courtyards). There is a £50.00 fine for smoking on the premises.
- There are fire extinguishers and fire alarms on each floor, outside each room. In the event of a fire the sound alarm will go off. Please advise us if you have a hearing impairment and might not hear this. The building can be evacuated via the front or back door. There is fire information on the back of the room doors and information contained in the room leaflets.

Contact Information

Address:

The Coach House
34 Watling Street
Canterbury
Kent
CT1 2UD

Telephone: +44 1227 784 324

Email: info@coachhouse-canterbury.co.uk

Website: www.coachhouse-canterbury.co.uk

Hours of business: We are open all year. Staff are on the premises 24 hours a day. Reception is open from 8am - 10pm where staff are available for information, assistance and check in and check out. Late check ins can be arranged on request. Early check outs are made packed breakfasts.

Local accessible taxi numbers: 01227 450450

Future Plans

- We are planning to renovate the courtyard, spring 2010. New paving and seating area.
- In late 2010 the exterior front will be painted and the family room bathroom will be refurbished.

We welcome your feedback to help us continuously improve if you have any comments please or email info@coachhouse-canterbury.co.uk

Created: 02 April 2010