

Access Statement for The Steppes Bed & Breakfast

Introduction

The Steppes original building dates back to the 16th Century, however, the rooms being used for bed & breakfast have recently been added to the original house. Each of our three downstairs rooms has an extra wide door to the outside and low thresholds for ease of access. Up Stairs has a normal width door and a flight of stairs to access the room. Although the name of the house implies that we do have steps - as indeed we do - however, we have added a ramp for those unable to manage steps and have incorporated gentle ramps to each ground floor door.

Each en suite room has a low level shower installed (5cm). In the case of Up Stairs, the shower base is just 1.5cm high.

For the visually impaired we will supply brightly coloured towels and rugs for the floor in the shower rooms. Guide dogs welcome with gardens, footpaths and wooded areas adjacent to the house.

All light switches and sockets are positioned at waist height, apart from the night light which has been positioned at a lower level.

We are very willing to assist with luggage, etc.

Pre-Arrival

- Text messages can be received on Lin's mobile - 07974 960 956. All information supplied in the room can be made available in large type or braille (with notice). We also have our own website where you can book direct using your debit or credit card - www.thesteppeshereford.co.uk
- Our access statement is available on the website and has the ability to be enlarged to a larger font if necessary.
- Within your room there will be information regarding public transport routes, distances to the nearest towns. Although we do not have the ability with our own vehicles to carry a non-transferable wheelchair user, we can make arrangements with a local company to pick up or collect. We do however, have an estate car, which is capable of carrying a folding wheelchair and passengers.
- We will be happy to arrange for specific provisions to be made available in your room upon your arrival, to be agreed before arrival.
- Our nearest shop-mobility scheme is in Maylords Orchard Car Park, Blue School Street, Hereford City Centre. Tel: 01432 342166.
- Equipment hire is available through Chandos House, St Owen Street, Hereford. Tel: 01432 801459.
- Radar toilets are available in the City centre and details of these can be provided upon request.

- Assistance will be required when using the ramp.

Arrival & Car Parking Facilities

- There is ample free parking and assistance is available if required. The car park is predominantly gravel, and the pathways outside the rooms are slate. Assistance is required when using the ramp. We have yet to construct a rail alongside the ramp.
- Guide dogs are welcome.
- The Steppes is a typical country property, located in the heart of beautiful Herefordshire countryside, and we have built our ground floor rooms specifically to enable those with mobility issues to enjoy a taste of being in the countryside.

Main Entrance, Reception Area

- Upon arrival, guests are required to book in by ringing on the bell to the door to the house, where upon your hosts will escort you to your rooms, if they haven't already met you upon arrival. We expect our guests to arrive between the hours of 4.30 and 7.30pm and vacate their rooms by 10.30am.
- We do not have a designated reception desk, we welcome our guests in the breakfast room and any paperwork can be done on one of the dining tables. The breakfast room door is extra wide (90cm) with a low threshold to enable ease of access. Once on the level of the bedrooms and breakfast room, all walking areas are level and slightly ramped at each door entrance.

Public Areas - Hall, Stairs, Landing, Corridors etc

- As above, once in the vicinity of the breakfast room and bedrooms, all areas are level slate surfaces and low thresholds into each room with extra wide doors (90cm). The flooring in each bedroom is carpet and tiles in the shower rooms. In the breakfast room we have used Travertine (solid floor). This with the exception of Up Stairs, where there is a flight of carpeted stairs, the floor is polished wood and the bathroom has underfloor heating.
- There are movement censored low level lights outside each bedroom door and also the breakfast room door. We provide a torch with each room key.
- Each bedroom has multiple low energy spotlights, plus a reading corner, and bedside lamps. There is a central switch which will switch off all overhead lighting once in bed. There is a night light adjacent to the bedroom door in each room.
- A fridge is installed in each room for fresh milk. All tea and coffee making facilities are also provided including a tea pot, cafetiere and wine glasses. In the case of the Red Room and Green Room, this area is also lit by a small fluorescent lamp.

Public Areas - Sitting room, lounges, lobbies etc

- The only public area at The Steppes is the breakfast room and a WC is available adjacent to the breakfast room. There are two steps up to this facility.

Public WCs

- We do have a WC adjacent to the breakfast room. This is available for use by our customers if required, however, there are two steps up to the adjacent hallway.

Laundry

- We will be happy to do laundry for our guests, however there will be a charge for this service.

Shop

- The nearest shop is in Bartestree, approximately 3/4 mile away which stocks basic supplies, daily newspapers, etc. A little further afield, approximately 3 miles, is a small Co-op, which has a more comprehensive stock of provisions. Morrisons, Asda, Sainsburys, Aldi, Lidl are all located in Hereford City centre. Waitrose will be joining this list from summer 2014.

Bedrooms & Sleeping Areas

- Each of our bedrooms is fitted with a mains operated fire alarm and each has a lockable door to the outside. Three of our rooms are located on the ground floor and one above the car port. Each ground floor bedroom is carpeted and Up Stairs has polished wood. Each room has a fridge, tea and coffee making facilities including a tea pot and cafetiere, wine glasses and opener, hairdryer. Iron and ironing board are available upon request.

Up Stairs is not suitable for anyone with mobility issues as there are stairs to negotiate.

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

- All four rooms at The Steppes are en suite, each with a walk in shower (maximum 5cm step). The floor is tiled with non-slip tiles. The basin has one central mixer tap with lever and a click lock plug.

Additional Information

- As mentioned before, each of our serviced rooms have outside lockable doors three of which are on the same level as the door to the breakfast room. In the event of fire or any other emergency, the fire alarms will sound and it is recommended that residents make their way into the car park, and wait by the cherry tree in the driveway. In the event of any medical emergency, we would recommend that residents ring the door bell outside the breakfast room during the daytime. At night, please telephone our landline 01432 851536 to alert us. Mobile phone reception is patchy in this area, and the emergency number 112 should be used if the BT landline is unavailable. We welcome guide dogs.

Address: The Steppes Bed & Breakfast

Hemhill
Off Lumber Lane
Lugwardine
Hereford
HR1 4AL

Telephone: Daytime: 07974 960 956
Evenings: 01432 851536

Email: lin@thesteppeshereford.co.uk

Website: www.thesteppeshereford.co.uk

Hours of operation: We welcome our visitors between 4.30pm and 7.30pm
All rooms should be vacated by 10.30am

Emergency number: Our emergency number is: 07974 960 956

Future Plans

We are currently completing an additional double room above the garage, called Up Stairs.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 07974 960 956 or email lin@thesteppeshereford.co.uk