

Access Statement for the Brackenrigg Inn

Introduction

The Inn is set by the roadside on the brow of a hill overlooking Ullswater in the Lake District, with level access at the front & side.

We have 17 rooms offering a mix of double, twin and family rooms.

There are 3 rooms on the ground floor (in the old Stables block), 1 of which is designed specifically for wheelchair users. There are no lifts.

Pre-Arrival

- For assistance please contact Reception on 017684 86206
- You can contact us by 'phone, email, fax or in person
- We are open from 8am to 11pm
- The M6 Motorway & centre of Penrith are a 10-minute drive away
- A bus service (Penrith – Patterdale) is available outside the Inn
- Please ask about local taxi services or see 'contact information'
- Our brochures, menus and tariffs are not currently available in larger font or in Braille but we are always happy to talk through them

Arrival & Car Parking Facilities

- The main entrance to the Inn is located on the A592, where a short ramp leads from a pull-in parking space right outside the front door

- The car park (at the side) has a short ramp leading to the front terrace of the Inn, overlooking the lake, and the main front door
- The car park entrance is immediately to the right of the building
- There are c. 36 spaces, none of which are marked-out for disabled guests, but you may park directly outside the ground floor rooms
- If you need assistance with luggage, etc., please ask Reception
- Water is provided for dogs, on request

Main Entrance & Reception

- The main entrance has a single main door (always open when the Inn is open) and a further single manual side door in the lobby
- There is one low step and the terrace outside is evenly-surfaced
- The front desk is directly ahead when entering the main entrance
- The reception desk is quite high. Registration can be completed whilst sitting in the bar area and we are happy to assist, if needed
- There are no induction loops installed anywhere at the Inn
- On check-in the staff will brief you about our evacuation policy

Public Areas - General (Internal)

- The floor surface in the bar is wood, which can be quite reflective and shiny
- Please ask at Reception for any assistance that you may require
- The bar and restaurant areas are adjacent to Reception

- There are no steps, doors or slopes en route or at the entrances to the bar or restaurant, but a choice of 2 single doors leading into the second restaurant area
- Familiarisation tours can be given, if required

Public Areas - WC

- There are accessible public toilets at the Inn, adjacent to Reception

Restaurant & Bar

- We cater for varying dietary needs, please advise when booking
- Table service is generally offered as standard throughout the Inn
- Menus are not available in large print but staff will talk you through the menu and choices for your meals

- **The restaurant is on the ground floor**
- Lighting is partly natural day light (from the windows) and in the evenings lighting is low level with candles on the table
- It has level access and is open plan with short pile carpet

- **The bar is on the ground floor next to Reception**
- There are no doors to the bar from the entrance lobby
- It has 2 level entries and is open plan with even, wooden flooring
- The bar area is at the far end and has some tall chairs in front of it

- There is a selection of tables and chairs available of varying heights
- Lighting is mainly natural day light (from large windows overlooking the lake). Evenly distributed lights are switched on when needed

Laundry

- Laundry services & dry cleaning are available in nearby Penrith

Shop

- There are small shops in Pooley Bridge or Glenridding and many more shops and facilities in the small town of Penrith nearby

Leisure Facilities

- There are no leisure facilities at the Inn but these (e.g. - gym, swimming pool, etc.) are available in nearby Penrith – please ask

Outdoor Facilities

- There are occasional tables on the terrace (gravel surface) overlooking the lake outside the front entrance of the hotel

Conference & Meeting Rooms, Functions, Banqueting, etc.

- The restaurant may be used for meetings or private dining and the Inn is ideally situated for wedding receptions, etc.

Bedrooms

- There is 1 accessible bedroom (a ground-floor suite), including:
 - * Spacious suite with large bedroom and its own private lounge
 - * Twin or double bed configuration available. The lounge also contains a sofa bed.
 - * There is a room directly above each of the 3 ground-floor suites (en-suite bathroom, 1 x double bed, 1 x single bed), which can be joined to the suite below, forming a large family / group apartment
 - * All rooms are non-smoking
 - * Lighting levels are controllable and reading lamps are provided
 - * Non-allergenic bedding – please ask Reception or when booking
 - * Television with Teletext and remote control
 - * Ample transfer space and turning
 - * Furniture may be moved or removed on request to Reception
 - * Flooring in bedrooms is short pile carpet
 - * Flooring in bathroom is non slip laminate
 - * En-suite bathroom with wheel-in shower area
 - * Grab rails around shower & toilet, lever taps on sinks, etc.
 - * Vibrating / flashing wake up, fire and emergency alarm
 - * Emergency alarm pull cord
 - * Dog bowls can be provided for food and water

Additional Information

- If you require any assistance during your stay please contact Reception. The Duty Manager can also be contacted via Reception
- We have a set evacuation procedure – the alarm is tested regularly. Someone will come to your room and assist with evacuation
- All staff receive regular training including disability awareness
- All housekeeping staff have been trained and are aware of procedures to aid privacy in bedrooms
- There is reasonable coverage inside the hotel building for most mobile phone networks
- List of equipment hire companies available on request
- List of carers in the local area available on request

Contact Information

- Address: Brackenrigg Inn, Watermillock, Penrith, Cumbria CA11 0LP
- Telephone: 017684 86206
- Fax: 017684 86945
- E-mail: reception@brackenrigginn.co.uk
- Website: www.brackenrigginn.co.uk
- Hours of operation: Reception 8am – 11pm
- Emergency number: please ask Reception
- Local carers: please ask Reception
- Local equipment hire companies: please ask Reception

- Local public transport numbers: please ask Reception
- Local accessible taxi numbers: please ask Reception

Future Plans

- Redecorate & refurbish the ground floor toilets
- Designate parking space(s) reserved for disabled users
- Investigate the feasibility of increasing the accessibility of our website to include colour contrasting, read facility, etc.

We welcome your feedback to help us improve our service

If you have any comments or suggestions please do contact us.