

Access Statement For The Firs Guesthouse

Introduction

The Firs is a large stone built detached property situated at the top of the bank in the picturesque coastal village of Runswick Bay. A family run guesthouse offering Dinner, Bed & Breakfast with various room accommodation sizes on ground floor and first floor levels. All rooms are en-suite and 4 ground floor rooms have wet room en-suites suitable for wheelchair users or mobility difficulties. We aim to make your stay with us as enjoyable and as comfortable as we can and will try to assist you in any way we can in order to achieve this objective.

Pre-Arrival

- Enquiries can be made over the internet via our web site www.the-firs.co.uk or by phone, e-mail and fax.
- Bookings are taken via e-mail, phone or post and confirmations are sent via post, this includes a map and detailed directions of how to find us. The web site also provides a locator map which can be enlarged to any size.
- Runswick Bay has an hourly bus service from Whitby which takes approximately 30 mins and Middlesbrough which by bus is 1hour 20 mins.
- Accessible taxi services are available in the area
- Mobility scooters are available to hire from the local business centre in Staithes which is situated on the gateway car park and other equipment is available in Whitby.

Arrival & Car Parking Facilities

- The Firs has a level tarmac parking area at the front of the house with marked spaces for 10 Vehicles
- 2 Disabled parking spaces are to the side of the house and are signed.

- Ramp access from the front and from the side.
- Side access is suggested for wheelchair users. This ramp has turning circle at the top and bottom and ramp access directly into the building.
- Further car parking spaces are available around the well and gateways
- The car parking is clearly lit on an evening.
- Assistance is on hand for baggage and luggage

Main Entrance & Reception

- The main entrance has both steps and ramp access with handrails
- On check in arrival all guests are given keys to the side door.
- The front main entrance has double doors which are only open when reception is manned 8.30 am - 2.00pm 4.00pm - 9.00pm.and access is gained through ringing the lighted door bell.
- Seating is available in the reception area whilst checking in or out.
- All guests are given a tour of the public rooms, explanations of facilities offered and meal times and are then escorted to their room.
- The whole of the ground floor is level and all doors are wide enough for wheelchair access.
- Contrast colours are used for walls, door and skirting.

Public Areas - General (Internal)

- All public areas are on the ground floor.
- Floor coverings are predominately carpet however lounge and dinning room have wooden surround floors with large rugs
- Lighting in public areas can be altered in the evenings but during the day large windows supply natural light
- All doors are wooden fire doors fitted with automatic closers and have a combination of yale and mortice locks.
- Emergency lighting with illuminated signs are fitted in the

public areas, corridors and stairs to the first floor.

Public Areas - WC

- Gents and Ladies toilets are situated to the side of reception on the ground floor and are wheelchair accessible.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- All meals are served in the dining room and meal times are explained at check in and are also available in large print within the guest information pack placed in each room.
- Tables and seating are all moveable and 'carver' chairs are available for people who need extra support or lift.
- Table sizes and style vary and all tables are able to accommodate wheelchair seating.
- Breakfast menus are printed on large Arial print format whilst dinner menu is written on blackboards. Staff is always available at meal times to help with understanding the menu, if needed.
- All diets can be catered for, we use wherever possible local fresh produce and therefore can accommodate any kind of allergy or special diet...

Shop

- Not available in Runswick Bay the nearest Post office and General store is 1 mile in Hinderwell.

Outdoor Facilities

- Large terrace with outdoor furniture ramped access on to York stone flags
- Well lit on a night

Bedrooms

- There are 11 letting rooms 6 on the ground floor and 5 on the first floor.
- There are 4 ground floor rooms (1 Twin and 3 Double) with wet room en-suite suitable for wheel chair users or mobility difficulties. The two other ground floor (1 triple and 1 Double) rooms are suitable for mobility difficulties ,whilst the first floor rooms (2 family, 1 triple, 1 double and 1 Twin) are accessed by one flight of stairs to half landing then 4 steps to the main corridor. All rooms have hospitality trays, TV, radio/alarm clock, hairdryer, direct dial telephone system with a 24 hours emergency in house contact number, Mobile alarm bell is available on request. All phones, TVs and plug points are of accessible height. All rooms are thermostatically controlled from within the room and all have 'kick ' emergency windows. All bedding and soft furnishings are non- allergenic anti allergy. All rooms have seating whether this be sofas or arm chairs. All bed rooms are non-smoking. Pets are allowed in some rooms.

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

- All rooms are en-suite the larger family rooms have a full bath and shower en-suite , triples have hip bath with shower or shower and double or twins have shower en-suites. All flooring within the en-suites is either non-slip tiling or non-slip linoleum. All doors open out of the bathroom and lighting switches are the out side. There are no internal locks on the inside of the family en-suites. The wet room en-suites are equipped with grab rails next to the toilet and within the shower area. Showers are electric and are controlled by the user. Wet room taps are lever and shower seats are available on request.

Additional Information

- All our staff are trained in first aid and we have on site permantley an emergency first aid instructor.
- Key members of staff are trained in manual handling.
- Key members of staff also hold health and hygiene certificates and have completed welcome line.
- Fridge space is available for medication
- We have a full fire alarm system, extinguishers and procedures of evacuation if needed.

Contact Information

- Address:
The Firs Guesthouse,
26, Hinderwell Lane,
Runswick Bay
North Yorkshire
TS135HR
- Telephone: 01947 840433
- Fax: 01947 841616
- Email: mandy.shackleton@talk21.com
- Website: www.the-firs.co.uk
- Hours of operation: April -Nov
- Emergency number: In House ext 333

We welcome your feedback to help us continuously improve if you have any comments please phone or email