

# **Access Statement For Fletcher House**

## **Introduction**

Fletcher House is a grade II listed Georgian house built in 1833 and is located in the centre of Kirkby Stephen. All our bedrooms are on the first floor therefore not suitable for wheelchair users. The following statement is a summary of our provision. If you have any specific questions please call us and we will endeavour to help.

## **Pre-Arrival**

- We are located in the centre of Kirkby Stephen so all amenities are all within a couple of minutes walk away.
- Nearby are two bus stops offering services to Kendal and Penrith. Timetables are available and to view at the Tourist Information centre.
- Kirkby Stephen Railway Station is one and a half miles out of town it is advisable to use the bus or a taxi as the road is busy and there are limited footpaths.
- We regret we are unable to accommodate dogs but assistance dogs are welcome.
- Brochures and Menus can be provided in large print if required. We regret we do not have facilities to prepare documents in Braille.
- Our website is [www.fletcherhouse.co.uk](http://www.fletcherhouse.co.uk) and provides further information and pictures of the services we provide.
- You can contact us by telephone, e-mail or fax. Please see the "Contact Information" section of this document for full details.
- If you have any special requirements please let us know in advance so we can
  - meet your needs.
- We do not serve evening meals at Fletcher House.
- There are four pubs two restaurants and two Bistros which serve evening meals in town and several others a short drive away.

## **Arrival & Car Parking Facilities**

- Our check in time is from 3.30 pm to 7.00 pm. If you wish to arrive earlier or later it is not a problem please let us know in advance.
- Parking is up the drive to left of the house and in front of the left

hand garage. The drive and parking area are flat and is made of tarmac.

- There is a sensor light which works in the parking area when it is dark.
- Please use the front entrance and ring the bell for attention.
- We can offer assistance with luggage if required.

### **Main Entrance & Reception**

- The front door is 104 cm wide and there are two steps both 17cm.
- The hall has a short pile carpet.
- There is seating provided in the hallway.
- A selection of Tourist Information leaflets are available in the hall.
- The front door is always locked, a key is provided with the room key so you can come and go as you please. Extra key is available on request.

### **Public Areas - General (Internal)**

- From the hallway is the Guests Lounge and Dining room.
- There are 10 stairs up to a landing and a further 8 stairs to the first floor.
- The stairs are 18 cm high 30 cm deep and 110cm wide and there is a handrail all the way up.
- All the stairs have a short pile carpet.

### **Public Areas - WC**

- Not Available

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

- Breakfast is served in the Dining Room which is off the main hall
- Tea, Coffee, Herb and Speciality teas, chocolate and malted milk drinks are available from the dining room to enjoy in the lounge or garden through out the day, Fresh milk is available from the fridge here also.
- The Dining Room has a short pile carpet.
- Guests are welcome to use the Lounge at any time.
- The Lounge has a leather chesterfield sofa and chair there are also

three winged leather chairs. Straight backed chairs can be moved from the dining room if required. There is a colour TV and DVD with a selection of DVDs.

- A Laptop with wireless broadband internet is available in the lounge for guests to use or they can connect to the wireless connection using their own equipment.
- There is a selection of books games and cards for your enjoyment.
- We have a "Book Swap" where you can swap any book that you have read.
- The floor in the Lounge is polished wooden floorboards with a rug.

### **Laundry**

- Laundry is not available at Fletcher House.
- There is a Launderette located 2 minutes walk away. The lane up to the Launderette is gravel there is one step into it and there is also a ramp. The floor is tiled.
- There are 4 front loading washers and 4 front loading dryers.
- Service washes are available in the morning only.

### **Shop**

- Not Available

### **Treatment room/s**

- Not available.

### **Leisure Facilities**

- Not available

### **Outdoor Facilities**

- Not available

### **Conference & Meeting Rooms, Banqueting, Clubs, Entertainment**

- Not available

## **Bedrooms**

- All our bedrooms are on the first floor and are carpeted throughout.
- All rooms have en-suite facilities with walk in showers wash hand basins and WC.
- Tea and coffee facilities and bottled water are provided.
- We also provide toiletries and a hairdryer.
- Our beds are made with synthetic duvets and pillows.
- We are happy to provide sheets and blankets if preferred. Please advise before your arrival.
- There is a wardrobe dressing table or chest of drawers and bedside cabinets in each room.
- All rooms have Colour TV with teletext.
- Additional seating is also provided.
- Room 1 has two single divan 3 foot beds which can be linked to make a super king size.
- Room 2 has two 3 foot pine beds with footboards.
- Room 4 has a 5 foot king size half tester bed.
- Room 5 has a 4 foot 6 double divan bed.

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

- Room 1 has a quadrant shower cubicle 900mm x 900mm with a sliding door, corner vanity wash hand basin and WC which is 42 cm high. The floor is wood laminate.
  - Room 2 has a 1200cm x 900cm shower cubicle with sliding door, wash hand basin and WC which is 42 cm high. The floor is short pile carpet.
  - Room 4 has an 800mm x 800mm quadrant shower cubicle with sliding door, corner wash hand vanity basin and WC which is 42 cm high. The floor has short pile carpet.
  - Room 5 has a 900mm x 900mm shower tray with shower curtain, wash hand basin and WC which is 42 cm high. The floor is tiled. There is a 10cm step up into this en-suite.
- We have an extra bathroom for any guests wishing to have a bath rather than a shower.

## **Grounds and Gardens**

- We have a small garden at the front of the house with shrubs and flowers.
- There is a wooden bench for seating.

### **Additional Information**

- There is a fire extinguisher in entrance hall, on the middle landing and on the first floor landing.
- In the event of a fire we will ring a bell. Please advise us if you have a hearing impairment and may not hear this.
- The building can be evacuated via the front door; an alternative exit is through the kitchen which is located at the bottom of the stairs.
- It is against the law to smoke in the house. We do not have any smoking rooms; you may smoke in the garden.
- We are happy to cater for special diets we would appreciate it if you could advise us of your requirements prior to your arrival if possible.
- We can refrigerate any medication or special foods for you and will freeze ice packs for you on request.
- We do not have a public telephone but are happy for you to use the house telephone.
- Mobile phone reception is generally ok in the house.
- We have two mountain bikes with helmets for guests to use at their own risk.

### **Contact Information**

- Address: Fletcher House. Fletcher Hill, Market Street, Kirkby Stephen. CA17 4QQ
- Telephone: +44(0)1768 371013
- Fax: +44(0)1768 371013
- Email: [fletcherhouse@btinternet.com](mailto:fletcherhouse@btinternet.com)
- Website: [www.fletcherhouse.co.uk](http://www.fletcherhouse.co.uk)
- Grid reference: 774086
- Hours of operation: Open all year
- Emergency number: 07816841975
- Local accessible taxi numbers: BD Taxis 01768 371682  
Prima Taxis 01768 372287  
Steady Eddies Taxis 01768 372036
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Car Hire Mark Johns Motors 01768 371223  
Tourist Information Centre 01768 371199

## **Future Plans**

- We are planning to install new TV aerials and fit digi boxes in our bedrooms and lounge.
- Another extra bathroom will be available shortly for any guests wishing to have a bath rather than a shower.

**We welcome your feedback to help us continuously improve if you have any comments please phone 01768 371013 or email [fletcherhouse@btinternet.com](mailto:fletcherhouse@btinternet.com)**