

## **General Access Statement for Greetham Retreat.**

(Pre-Arrival, Arrival, Parking, Main Entrance, Reception, Communal Shared Facilities, Grounds & Contact Information)

### **Introduction**

- Greetham Retreat provides purpose built self catering holiday accommodation that has been divided into five cottages and apartments plus communal shared areas within a recently converted, redundant agricultural barn/crew yard in the Lincolnshire Wolds an Area of Outstanding Natural Beauty (AONB).
- Greetham Retreat located in its own grounds which extend to about 4 acres, in the countryside but only being about 3 miles from the bustling market town of Horncastle in Lincolnshire.
- We would like to assure our visitors that everyone, whether with a disability or not, will be made very welcome at Greetham Retreat. Jeanette and Rob Folwell the owners, have always worked in either customer service or public service fields and are therefore well aware of meeting people's needs and requirements wherever reasonably possible.
- They live at Greetham Lodge which is only about 100 metres away from Greetham Retreat; and are available to help with queries or to lend a hand. Please just ask and we will always do our best for you.
- The following information follows the format of the NAS survey in the most part. However, we have described the cottages themselves individually as they all have different layouts although some similarities do exist. We hope we have provided the information you need and give measurements as a guide. If you have any questions we will be happy to find the answers.
- Please read this general access statement in addition to the more specific individual cottage access statement. Taken together they give a comprehensive description of our facilities.

### **Pre-Arrival**

- Our new and extensive website at [www.greethamretreat.co.uk](http://www.greethamretreat.co.uk) gives full details of the facilities in each cottage and the communal areas. It also includes several photographs and short films showing the various rooms and the grounds.

- Our brochure giving overall information on the facilities is available on request or can be downloaded from the factsheets section of our website.
- Bookings / enquiries can be made directly from the website, or via email, telephone or by letter.
- This access statement is available to download from the factsheets section of our website and hard copies are included in the Guest Information Folders within each cottage. Large print versions are also available on request by email or post.
- All guests are provided with written directions to the cottages (available in different font sizes and dyslexia friendly font)
- For satellite navigation users our postcode is LN9 6PT.
- Availability of cottages can be checked by telephone, email or by visiting our website.
- Travel directions from Horncastle: Leave Horncastle on the A158 towards Skegness, turn left at first junction in High Toynton. Continue along this road for about 2 miles until you reach a crossroads junction (Greetham village to the right). At these crossroads continue straight across and continue for a further 300 metres. Greetham Retreat is the third property on your left about 100 metres past a fairly sharp left hand bend.
- To travel by public transport the Stagecoach no. 6 bus from Lincoln to Skegness passes through Horncastle, where you can change onto the local 'Call Connect' Horncastle to Louth bus no. 6C. This will stop on request, right outside of Greetham Retreat.
- Visitors can request collection by Rob or Jeanette from Horncastle.
- The nearest train stations are at either Lincoln or Skegness and the bus stations are nearby to both train stations. Take the Stagecoach no. 6 bus to Horncastle and continue as mentioned earlier.
- Taxis are available in the Horncastle market place. You may need to book in advance for a wheelchair accessible taxi. Telephone Haltham Taxis on 0800 298 7044 or 01507 568415.
- The nearest RADAR toilet is in St Lawrence Street, Horncastle which is about 3 miles from Greetham Retreat and our cottages.
- We would suggest that our cottages and grounds are not suitable for guests with significant mobility or visual impairment to holiday alone.

## **Arrival & Car Parking Facilities.**

- The cottages at Greetham Retreat are approached from the public road via a gravelled driveway. There is a pair of 8ft wide wooden field type gates set back about 14 metres from the edge of the carriageway, this allows vehicles to stop in a safe area, clear of the carriageway, whilst opening the main gates. The gates are not normally locked and are opened and secured by use of a drop bar and ground bolts. A wooden pedestrian gate is located alongside the vehicular gates.
- Once through the gates the gravelled driveway continues towards the building and into the car parking areas on both sides of the building. Private parking is available for all guests and a minimum of 8 vehicles. This includes a designated parking space which is colour co-ordinated and is block paved being suitable for less mobile guests.
- There is a flat paved surface between the designated parking space and the front door of our single storey cottage 'Wendy's Wing' which is only 6 metres away.
- All guests are provided with our telephone number prior to arrival so that arrival time needs can be discussed and arranged in advance.
- There is a paved path all the way around the outside of the building; this path is a minimum of 90 cm wide.
- Most cottages can be approached from the parking areas along this paved path which also gives access to the paved courtyard area.
- However there are three steps in this path at the rear of the building, each step has a tread depth of 49cm and step height of 17cm, a hand rail is also available on the right hand side as you descend the steps, at a height of between 95cm and 100cm, however guests can avoid these steps by travelling the opposite way around the building on the paved path.
- This path slopes in places but only has an incline of no more than 1 in 15 at its steepest points.
- The path and car parking areas are lit with low level wall lights from dusk until about 10.30pm.

## **Main Entrance and Reception.**

- The Reception area entrance is located at the front of the building overlooking the main entrance driveway. It has level access from the paved path surrounding the building. The double doors are outward opening wooden framed glazed doors each door being 83cms wide providing an entrance capable of opening to 166cms if required. The entrance doorway is 197cms high. The handles are of the lever type and are 93cms high. The primary door is on the right of the pair and is also controlled by a door closing device. Assistance can be provided if required so please discuss such needs in advance.
- Immediately inside this entrance a 1cm high threshold floor strip is present but the floor is level both sides. The inside has a slip resistant tiled floor and a fitted none slip mat in a contrasting colour to the main floor covering. The main floor area to the reception area is covered in wood which is natural light coloured oak.
- The light switches are on the wall on the left as you enter from outside. These switches are 115cms high.
- The reception area is furnished with several two seater sofas and chairs alongside coffee tables. There are also larger tables and more upright dining type chairs available. All the furniture is of a contrasting colour to the wall and floor finishes.
- Pens and writing material are available for all guests on arrival.
- All guests are initially met and receive a verbal introduction to Greetham Retreat. They are also offered and receive a familiarisation tour, being shown around the establishment and introduced to the shared facilities and their individual cottage.
- Guests are usually issued with one set of keys to their cottage but additional keys are available upon request.
- The reception area can be used by all guests as a communal and shared lounge area when not in use or reserved by another group or individual for their private use.

## **Public Areas WC**

- There is an accessible unisex WC situated directly off the main reception area with level access.
- The door is outward opening hinged on the right side being 83cms wide. The lever door handle is 93cms high and the lock is 83cms high and can be opened from the outside if required.
- The toilet has an emergency pull cord which is connected to an audible alarm.
- The fire alarm has a flashing light above the door inside this toilet.
- The accessible toilet room has overall dimensions of 240cm x 140cm. It has dark grey slip resistant, floor tiles and light beige coloured wall tiles. All support rails and toilet seat are dark blue in colour. This all ensures good contrast exists between the various surfaces.
- The transfer space is to the left of the toilet as you look at it and is 80cm wide. The toilet seat height is 48cm high. The lever to operate the flush is on the left side of the cistern at a height of 75cm.
- A drop down support rail is located between the transfer space and the toilet. On the opposite side a fixed support rail is attached to the wall at a height of 68cm.
- The hand basin is wall mounted at a height of 73cm on the wall opposite the transfer space in front of the toilet. It has a centrally located single lever mixer tap fitted with a thermostatic safety device. Two vertical support rails are located on either side and above this basin.

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

- There are 5 internal steps that lead from the back of the reception to a rear foyer. The first step is 17cm high and 300cm wide it leads up onto a level raised/platform area which is 93cm deep and 300cm wide. A further 4 steps led off from the right side of this raised platform. The tread depth of each of these steps is 30cm and they are 17cm high. The platform area, steps and top landing area are covered in slip resistant ceramic tiles.

- The steps have a metal bull-nose edge strip and are 93cm wide. Handrails are present on both sides of the steps at a height of between 90 and 95cm. The handrail on the right as you travel up the stairs which also has a balustrade but the one on the left is fixed onto the wall. They lead to a flat landing which is 95cm x 150cm in size with a handrail and balustrade at a height of 110cm on the two open sides. It has an outward opening door hinged on the left leads to the rear foyer. This door is glazed, has a lever handle at 95cm height and combination lock at a height of 140cm. It is 82cm wide and 198cm high. This rear foyer can also be accessed directly from the outside courtyard area via an accessible block paved sloped access with a gradient of no more than 1 in 10 leading to a level paved platform in a contrasting surface colour, immediately outside the external doors. This sloped access and platform has handrails at 98cm height on both side and are about 125cm apart. The double glazed doors open inwards the left hand door being primary. Each door is 69cm wide giving a maximum width of 136cm and a door height of 200cm. The door handles are of the lever type and at a height of 89cm. The light switch is on the wall on the left side is at a height of 115cm.

- The rear foyer is 330cms long and 170cms wide. It has a dark grey slip resistant floor tiles and a fitted non slip mat inside the rear double glazed doors. A large framed ordnance survey map of the area and numerous wall mounted leaflet dispensers are located on the walls in this area.

## **Laundry.**

- The laundry room is located off the rear foyer area.
- The door is located on the left side of the rear foyer when approaching from the outside courtyard direction.
- The door opens into the laundry room away from the rear foyer. It is hinged on the right side. A door closer is attached to this door as it is a fire door. The lever handle is at a height of 94cm. This door opening is 79cm wide and 196cm high.
- No handrails exist within this room. The light switch is just inside the door on the left side on the wall at a height of 115cm. The floor is covered in dark grey coloured slip resistant floor tiles. The floor area is 260cm x 200cm in size.
- As you enter the room a laminated work surface 60cm deep at a height of 90cm runs along the left wall under the window. Inset in the centre is a stainless steel sink with mixer tap, the drainer being on the left side. Base unit type cupboards are located below the sink.
- Located below the laminated work surface on the left is a standard domestic type front loading automatic washing machine, at the opposite end on right is a domestic type front loading tumble dryer.

## **Shop**

- Not applicable

## **Treatment Rooms**

- Not applicable

## **Leisure facilities**

- Not applicable.

## **Outdoor Facilities**

- Exiting via the rear foyer or directly from some of the cottages, there is an enclosed courtyard. This is 6.6 metres by 15.6 metres in size and is paved. It has a south west aspect and is furnished with 4 table and chair patio sets, each one seats 4 people.
- The courtyard is lit from dusk until about 10.30pm each day by low level wall mounted lighting.

## **Grounds and Gardens**

- Guests can enjoy 4 acres of grounds that include a large partially fenced wildlife pond, newly planted woodland areas and a wildflower meadow, with mown grass paths throughout. Several wood benches located at viewing points throughout the grounds and are available for guests as resting points.
- The grounds slope and can be uneven in places, during adverse weather periods it can be slippery, appropriate outdoor footwear is required.
- All guests are required to pick up after their dogs; bags are available for this purpose.
- Dog waste bins are provided for disposing of dog waste.

## **Self Catering Accommodation The Cottages**

- Please also see the cottage specific Access Statement :-

Katie's Corner Cottage - Access Statement - Annex A

Laura's Loft Cottage - Access Statement - Annex B

Maggie's Mews Cottage - Access Statement - Annex C

Rose's Rest Cottage - Access Statement - Annex D

Wendy's Wing Cottage - Access Statement - Annex E



## **Additional Information**

- We have available the following aids that may be of assistance to guests:- raised toilet seat, toilet frame, shower chair, suction handle grab rails, raiser blocks for sofa's.
- No smoking is allowed inside the cottages or inside any of the buildings.
- The full emergency procedures are set out in the Fire Risk Assessments; copies are available on request and are included in the Guest Information Folder within each cottage.
- Pets are welcome in all Cottages with the exception of Laura's Loft.

## **Contact Information**

- Address: Mr & Mrs R Folwell, Greetham Retreat Holidays, Greetham Lodge, Tetford Road, Greetham, Horncastle, Lincolnshire LN9 6PT.
- Telephone: 01507 588640 or 07747 602458
- Fax: 01507 588640
- Email: [holidays@greethamretreat.co.uk](mailto:holidays@greethamretreat.co.uk)
- Website: [www.greethamretreat.co.uk](http://www.greethamretreat.co.uk)
- Grid reference: TF311714
- Hours of Operation: Open all year.
- Emergency number: 07747 602458

## **Future Plans.**

We are always looking to improve but have no specific plans at present.

**We welcome your feedback to help us continually improve if you have any comments please phone 01507 588640 or email [holidays@greethamretreat.co.uk](mailto:holidays@greethamretreat.co.uk). Alternatively you can write to us at the above address.**