

## Access Statement for The Riverside

### Introduction

The Riverside is situated in the picturesque harbour area of Boscastle, North Cornwall. The building is over four hundred years old and whilst we aim to meet the needs of all our guests, there are some period features which might make access difficult for people with limited mobility. We have thirteen guest bedrooms; seven of which are on the first floor and the remaining six on the second floor. We have a variety of rooms across both floors comprising of two single occupancy rooms, four double rooms, one twin room and six family rooms (double and single bed). All of our guest rooms are en-suite with either a bath or shower. Access to the guest accommodation is via the entrance hall spiral staircase. Some have rooms are at different levels and therefore are steps between some rooms. The following statement is a summary of our provision.

### Pre-Arrival

- There are two bus stop adjacent to our building and there is a regular bus service. The service links with the coastal footpath at Tintagel and Crackington, and to nearby towns: Camelford, Wadebridge, and Bude.
- The main train station, Bodmin Parkway, is 30 minutes away by car.
- There is a local taxi service that has accessible taxis if required. We can make a booking for you.
- Brochures and menus can be provided in large print by prior arrangement.
- We have a basic website [www.riversideboscastle.co.uk](http://www.riversideboscastle.co.uk) that allows online bookings to be made with instant confirmation.
- You can contact us via phone or email (details below).
- This statement can be posted or emailed to you, or we would be pleased to discuss any issues on the telephone.

### Arrival and Car Parking Facilities

- Rooms are available from 4:00pm on the day of check-in. Please advise us of any late arrival times so that we can be sure we are here to welcome you.
- On arrival, we ask all guests to call at our front entrance. The entrance has 24 hour lighting and is at street level.
- There is large pay and display car park 75 metres from the building where guests park. There is no charge from 5:00pm until 10:00am. The car park has a level tarmac surface. The car park has an area that is illuminated during the hours of darkness.
- We are able to assist guests with luggage if this is required.

### Main Entrance and Reception

- The front door is always locked but we do have a press bell in the door frame which can be reached from any height.
- The door is 90cm wide.
- The front door leads to the reception area that is 2m by 2m wide.

- On arrival, guests are required to complete our registration form and are then shown to their rooms and our facilities are explained.

### **Public Areas - Hall, Stairs, Landing, Corridors etc**

- From reception, guest bedrooms can be accessed by the stairway. The stairs are 15cm high, 28cm deep and 82cm wide.
- There are 25 stairs to the first floor and 34 to the second floor; there is a hand rail on one side of these stairs.
- The stairs and corridors are fitted with short pile carpeted. The ground floor, with exception of the reception area has traditional slate flooring which at points is uneven.
- The reception area leads into a dining room in the restaurant. Access through here for the bar, additional dining room and garden. There is a step up from the bar into the additional dining room and garden.
- The covering on the stairs and upstairs corridors is short-pile fitted carpet.
- The corridors to the guest bedrooms 65cm wide at the narrowest part and is well lit.

### **Public WCs**

- A public WC is located in the additional dining room in the restaurant and is suitable for disabled users.

### **Restaurant, Dining Room and Bar area**

- Breakfast is served in our dining rooms on the ground floor and is accessed from our reception. The entry is level and the door width is 78cm. There are a variety of tables seating multiples of 2 or 4 people.
- A child's high chair is available if required.
- The tables are large and provide adequate room for dining. Each table sits 78cm high.
- Chairs are without arms.
- Menus may be provided in larger print by prior arrangement.
- Soft background music is played.
- Vegetarian, vegan, gluten free and all other diets can be catered for.

### **Laundry**

- Laundry facilities are not available on the premises but there is a launderette in Tintagel.

### **Shop**

- Local services are available in the village with a convenience store 50 meters away and a filling station in the village.

### **Bedrooms and Sleeping Areas**

- All bedrooms have short piled carpeted throughout.
- There are en-suite facilities in all rooms consisting of either a shower or bath, WC and wash basin.
- Facilities within each room include: tea and coffee facilities, a hair dryer, digital TV with integrated DVD player and remote control, clock radio and Wi-Fi Internet access.

- Our beds are normally made with synthetic duvets. All pillows are synthetic.
- We are happy to provide sheets and blankets if preferred. Please specify before your arrival if required.
- There is a folder in each bedroom which contains further information about the business and details of emergency contacts including doctors and hospitals.
- There is central heating throughout the house. The temperature of each guest bedroom is controlled by thermostatic controls on the radiators.
- Each room has storage space which usually consists of a wardrobe, chest of drawers, dressing table and bedside cabinet.

### **Bathroom, Shower-room & WC**

- All bedrooms are en-suite with shower or bath and have a WC and sink.
- Door width 53cm and inward opening. Room 9 does not have doors enclosing the en-suite.
- Rooms with shower cubicles have a step/edge of 8cm high.
- Rooms with a bath have a bath edge of 53cm high.
- The basin has clear under space and is 79cm high.
- The toilet has with available free space is 40cm high.
- Bath and shower mats are provided and are located in the wardrobe.
- Bathroom floorings are tiled.

### **Grounds and Gardens**

- We have a large patio area with garden benches. Access to this is through the additional dining room on the ground floor and over an arched bridge 120cm wide.
- The River Valency flows next to the building.

### **Additional Information**

- The business operates a strict non-smoking policy throughout bedrooms and guest areas.
- Each guest room, storage cupboard and corridor has a smoke detector and sounder. Fire instructions and evacuation procedures are in each room and guests are responsible to ensure they know the procedure and nearest fire exit from their room.
- At present, the only mobile phone service provider that works in the building is Orange, Orange T-Mobile and EE Everything Everywhere. Others work at the top of the valley. A public pay phone is located in the reception area.
- The restaurant is open from 8:30am until 8:30pm daily. Winter opening times may vary. Please contact us regarding opening times out of season.

### **Contact Information**

Address:	The Riverside, The Bridge, Boscastle, Cornwall, PL35 0HE
Telephone:	+44 (0) 1840 250216
Fax:	+44 (0) 1840 250860
Email:	reception@riversideboscastle.co.uk
Website:	www.riversideboscastle.co.uk

Emergency number: 999

Local public transport numbers:

- Bus services operated from Boscastle – Stagecoach Exeter 01392 427711
- Travel Line for local and national bus timetable information 0870 608 2 608
- National Rail Enquiries for up to date rail times, seat reservations and fare information 0845 48 49 50
- Local taxi BosCars 07790 983911 or Tony Seldon Private Hire 07768 713944

### **Future Plans**

- Develop Wi-Fi access across the building so that customers can roam rather than connect to new individual access points. Develop a guest portal for login.
- Guest bathrooms in rooms 11, 14 and 15 to be upgraded (planned for winter 2017).
- Change flooring in the reception area to slate tiles to replace carpet (December 2017).
- Rolling redecoration of guest bedrooms and public areas (planned for October 2017 to March 2018).
- Refurbishment of building paintwork and woodwork (planned for spring 2018).
- Change if domain name from [hotelriverside.co.uk](http://hotelriverside.co.uk) to [riversideboscastle.co.uk](http://riversideboscastle.co.uk) in order to reflect a more accurate offering.

**We welcome your feedback to help us continually improve if you have any comments please phone 01840250216 or email [reception@riversideboscastle.co.uk](mailto:reception@riversideboscastle.co.uk)**