



THE VICTORIAN TOWN HOUSE

Cancellation and Curtailment policy

We reserve the right to ask for a deposit when accepting a booking. We understand that sometimes plans change and a booking needs to be cancelled.

We will always endeavour to let the room again. Deposits will normally be refundable - nevertheless any booking cancelled within 72 hours of check-in will result in the non-return of that deposit.

We reserve the right to impose a charge if a stay at The Victorian Town House is curtailed for any reason.

Access Statement for The Victorian Town House Durham City DH1 4RW

Introduction

We aim to cater for the needs of all visitors to our home based three-bedroomed bed and breakfast. The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.

Pre-Arrival

- You can contact us via phone (0191 370 9963), letter (The Victorian Town House, 2 Victoria Terrace, Durham City DH1 4RW), e-mail:

stay@durhambedandbreakfast.com or via our website
www.durhambedandbreakfast.com

- Visitors are able to enlarge the text on our website for easier viewing. Pictures of all rooms are also displayed.
- We can provide brochures for prospective guests in enlarged type on request, either as hard copy or by e-mail
- We are a five minute walk from both train and bus stations. Guests should be aware that there is a steep hill down from the station to the main road and that The Victorian Town House is approximately 25 metres up another hill from the same main road.
- There are taxis available to bring guests to our door - please contact us for names and numbers.

- We can provide a collection service from bus and train stations on request.
- We have one off street parking space for visitors who come by car. Guests are able to access the house from this parking spot without having to negotiate any steps - there is one small wooden door threshold.
- The city centre is a five minute walk away but guests should be aware of the geography of the city and that some steep gradients are never far away.
- Radar toilets are available in BHS and the Prince Bishop shopping centre. Keys can be purchased from Tourist Information Centre.

Arrival & Car Parking Facilities

- The Victorian Town House has one off street parking space on block paving (free of charge). It is beside the entrance to the house. The space allows doors on both sides and rear to be fully opened. This space is booked out on a first come first served basis so guests should ensure they enquire when the reservation is made.
- On-street parking is available and guests are unlikely to have to walk more than 25 metres to the entrance.
- Parking is free Sundays and between 6.00pm and 8.00am - otherwise we can provide permits - some complementary, others at a nominal charge.
- As a matter of courtesy guests are always offered assistance of any kind on arrival.
- On arrival guests ring doorbell. Subsequently they are given a key to their bedroom door and a key to the entrance.

Main Entrance, Reception & Ticketing Area

- The main entrance is well lit with a chandelier and a table lamp on the reception table.
- The entrance door is 32" wide and is lit by an external light which illuminates when approached. The flooring is beige carpet covered by two large barrier mats
- On arrival guests are given a key to their room as well as one to the front door. •
- The entrance would be suitable for wheelchair access to the Langley (Twin) room. •
- There is a reception table with pen, paper and registration book.

Public Areas - Hall, Stairs, Landing, Corridors etc

- There are no lifts or automatic doors.
- There is emergency lighting covering the whole escape route.
- A highly audible alarm system is in place with smoke alarms, fire extinguishers and escape route signs.
- Lighting is by way of chandeliers and table lamps. There also night lights to guide the way. •
- The flooring is plain beige carpet.
- There are a total of 23 stairs from the Flambard Room at the top of the house to the front door. (No steps for the Langley, 5 steps for the Beaumont. The stairs are 32" wide, 7" high and 10" deep.
- The windows and the one door in the corridor have toughened glass fitted.

Public Areas - Sitting room, lounges, lobbies etc

- No smoking is allowed in any area of the house.
- The house has a fully functioning fire alarm system with smoke alarms in all areas. There is a fire evacuation procedure and policy in place which has been approved by the fire service. The alarm meets all the criteria in terms of decibels but at this time there are no flashing lights for the hard of hearing. Evacuation policy documents procedures for the checking of rooms by hosts.
- There are fire escape direction signs on all stairs and in the lobby.
- There is emergency lighting covering all escape routes
- There are no lifts or automatic doors
- The floor is covered with plain beige carpet.

Public WCs

- There are no public WCs in the property as all rooms are en-suite.

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

- The dining room (Breakfast Room) is on the first floor. There are a total of 16 stairs from ground floor to dining room door with a half landing to rest after 5 steps. The stairs are well lit.
- The dining room is 5.2 metres square. It has a plain beige carpeted floor. There is a chandelier in the centre of the room and there are also two table lamps.
- There are four 80cm square wooden tables with four legs each. The tables stand 75cm high (legroom 65cm). Each table has two chairs facing one another.
- There is a large sideboard to the right of the door. Cereals, juices, yoghurts and condiments are arranged on the top.
- Guests are invited on entry to help themselves to cereals, juices etc. Porridge, cooked food is served by hosts at table.
- Menus are on tables. The font is Bradley Hand 12pt but large print versions are available on request.
- Cutlery is heavy/good quality and set out on tables.
- Hosts are equipped to deal with a variety of diets but ask to be informed at the time of booking.
- There is ample floor space between tables.
- Toilets are available in guests' own en-suites.

Laundry

- There is no guest access to laundry facilities. Bedding is changed every third day for guests staying a number of days
- Towels are dried or changed daily as appropriate.
- We are happy to dry clothing, boots etc during inclement weather.

Outdoor Facilities

- During summer months guests have access to the garden. There are 10 stairs to be negotiated through the basement area to the lawn outside. The garden is still an area for development so guests are advised to discuss its use at an appropriate stage.

Bedrooms & Sleeping Areas

- The Langley Room has the greatest potential for wheelchair use. It is on the ground floor close to the entrance. There are no stairs or steps to negotiate - only a low wooden threshold. The front door is 32 wide and the bedroom door 30 wide. Access to the en-suite is more of a problem - access is flat but the doorway is only 27 wide. The shower also has a step up into it (30cm)
- The hosts would be happy to serve breakfast in the room. A permanent wheelchair user would struggle greatly but someone with limited mobility could probably manage. At the end of the day The Victorian Town House is situated part way up a hill with the problems that brings.
- Access around the beds is limited but access to the bed next to the door is no problem.
- There is a chandelier in the room, a wall light and reading lights above the beds.
- All bedrooms have hostess trays with cordless kettles
- The Beaumont Room also has a sofa bed.
- Each bedroom has a smoke detector and luminous signs indicating fire procedures.
- All bedrooms have LCD tvs (with DVD player) mounted on walls with remote controls.
- The Beaumont Room is the most spacious whilst the Flambard Room (whilst spacious) is on the third floor and 23 stairs to ascend.

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

- In all three bedrooms there are no baths, only showers
- In the Langley Room the en-suite door is 69 cm wide. There is no step on either side of the door. The en-suite room is 2.58 x 1.68 metres. There is a large corner shower 90 x 90 cm wide. The shower runs from the mains water (not electric) and is fitted with thermostatic valves to avoid scalding. There is a 30cm step up into the shower.
- The toilet is 45cm high and the washbasin unit 92cm high and 90cm wide.
- The floor is covered with ceramic tiles. There is a chrome heated towel radiator.
- In the Beaumont Room (superior double) there is a large rectangular shower (sliding door) to the right against the wall. Dimensions are 120 x 90 cm. There is a 20cm step up into the shower. The shower runs from the mains water (not electric) and has thermostatically controlled valves to prevent scalding.
- The whole en-suite is 2.68 x 1.40 metres
- There is a toilet to the left and a wash basin unit straight ahead.
- The flooring is Amtico flooring (high quality linoleum).
- There are no handrails.

- The Flambard Room en-suite is 2.50 x 1.40 metres. It has a large corner shower (90cm x 90cm). It has a mains shower (not electric) with thermostatically controlled valves to avoid scalding. There is a 30cm step up into the shower. There is a toilet to the right (45cm high) and a long washstand unit 90cm high.

Grounds and Gardens

- The garden is still being developed although the lawn can be used. Guests should discuss requirements with us at an appropriate stage.

Additional Information

- There is a No Smoking policy throughout the house.
- There is a fire procedure policy in place which has been agreed with the Durham Fire Service.
- There is a fully functioning fire alarm in place and there are smoke detectors throughout the house.
- Fire extinguishers are on full view on the escape route. • Glow in the dark fire instruction signs are on the back of each bedroom door. • Welcome books detail emergency numbers to call hosts 24 hours a day. • Hosts are accustomed to storing medicines in fridges for guests.
- We are unable to accommodate pets. We are happy to allow guide dogs but would appreciate advanced notice.

Address: The Victorian Town House, 2 Victoria Terrace Durham City DH1 4RW

Telephone: 0191 370 9963 or mobile 07860 870203

Fax: We have no Fax facilities

Email: stay@durhambedandbreakfast.com

Website: www.durhambedandbreakfast.com

Grid reference: DH1 4RW

Hours of operation: We are open all year round except for Christmas Day and Boxing Day. Check-in is 4.00pm or later or by arrangement.

Emergency number: 07860870203

Local accessible taxi numbers: Freedom Private Hire 01913757409 or 07923807518

Clays 01913719696 Pratts 01913860700