

# HERON HOUSE

## BOUTIQUE B & B

### **Access Statement**

At Heron House, we aim to ensure that all our guests enjoy comfortable facilities and are made to feel welcome. We aim to ensure that all guests, employees, and others who use or assist in the provision of our services are treated equally and according to their needs.

We have developed this access statement to provide practical additional information for all guests who wish to stay at the B & B or use its facilities.

We request that, when making an enquiry or booking, guests inform us of any special needs or disabilities that they may have in order for us to meet any personal requirements.

Heron House is privately owned and run. We have 3 bedrooms on the first floor accessed by stairs from the ground floor, there are no bedrooms on the ground floor. The public rooms, the Dining Room and the Drawing Room are on the Ground Floor.

### **Pre Arrival**

You can contact us via telephone, email or post

Heron House has a website describing our services and terms: [www.stayheronhouse.co.uk](http://www.stayheronhouse.co.uk)

Heron House is situated in the town of Bampton in Devon on Brook Street in the centre of Town among an array of shops and pubs

The nearest pharmacy is 200m away at the top of Brook Street at No. 22 Fore Street Tel. 01398331455 and the doctor's surgery is an easy walk from Heron House to Barnhay Tel. 01398331304

A car is the most practical form of transport

The closest train station is Tiverton Parkway 14.2 miles from Heron House and takes 25 – 30 minutes, and has a direct link to Paddington London.

There are a few local taxi companies and we are happy to provide details on request

There are directions to find us detailed on our website: [www.stayheronhouse.co.uk](http://www.stayheronhouse.co.uk)

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

Brook Street has ample free parking and there is generally space outside Heron House or across the road in the village hall car park for which there is a donation of .50p required.

There is no ramp access either at the front or rear of Heron House, the rear entrance has two small steps (approx. 15 cm each). The rear entrance is accessed via the terrace in the walled garden only. The terrace is uneven and parts of the garden is gravelled

### **Public Areas**

The front and back doors both lead to the Dining Room and Drawing Room all of which are on the ground floor

The ground floor is slightly uneven as the floor is 19<sup>th</sup> Century tiles

The first floor is carpeted throughout except in the bathrooms

We do not have a lift to the first floor

**In the unlikely event of a fire alarm the exit route is the staircase, please leave the property immediately via the front door and assemble in Riverside Hall car park on the other side of the road**

**Heron House is no smoking throughout**

Heron House is pet friendly to SMALLER well behaved dogs only, our garden is not a visiting dogs lavatory. Please see our website [www.stayheronhouse.co.uk](http://www.stayheronhouse.co.uk) for information and charges regarding dogs.

Unfortunately Heron House isn't suitable for children

### **Dining Room & Drawing Room**

Moveable seating throughout in both rooms

If you have any dietary requirements please let us know in advance so we can make arrangements for you. Nuts have been prepared in our kitchen

### **Bedrooms**

All our guest bedrooms are on the first floor accessible only by stairs. There are 12 steps to the first floor, each step is approximately 20cm. There is only one handrail which is on the right hand side.

We do not have adapted bathrooms

We have two en suite bedrooms, one with a walk-in shower, loo and wash hand basin (no tub) the other en suite has a tub with power shower over, loo and twin wash hand basins, there is a small step down into this bathroom from the bedroom of approximately 5cm. Our third bedroom has a private bathroom accessed by approximately 4 steps across the landing. The bathroom has a large tub with power shower over, loo and wash hand basin.

### **Additional Notes:**

As a high quality B & B we are committed to providing a welcoming and comfortable environment for our guests. Whilst the physical limitations of the existing building may impose some constraints on what Heron House is able to do, WiFi is available free of charge in most parts of the building, some areas are better than others.

If you require any further information relating to accessibility of Heron House, please do not hesitate to contact us by phone, on: 01398331058 or email: [stayheronhouse@aol.com](mailto:stayheronhouse@aol.com)