

## **Access Statement For Howdale**

### **Introduction**

We aim to cater for the needs of all visitors in our 15-bedroom Victorian guest house. 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 (including Type Talk), fax, email, or letter.
- We are about 800m (0.5 miles) from Scarborough town centre. We are on a bus route - the bus stop is about 50m away. We are about 1.5km (0.9 miles) from the railway station.
- There are many local taxi companies. Here are a few that we recommend for their helpfulness and reliability:
  - Betty's Dial A Car Tel: 0800 328 2844/01723 500190
  - Atlas Taxi Tel: 01723 369990
  - Castle Taxi Tel: 01723 377666
- Dial-a-ride provides a wheelchair-friendly service which is available any time and anywhere within the Borough. Prior booking is essential and it is advisable to book well in advance of your visit. Further details are available by telephoning 01723 354434. Opening hours: Monday to Friday 8.30am to 5.00pm.
- Scarborough provides a shopmobility service where you can hire powered scooters and manual wheelchairs. For further information please contact:
  - Scarborough Shopmobility  
5 Somerset Terrace  
Scarborough  
North Yorkshire  
England  
YO11 2PA  
Telephone: 01723 369910  
Email: [shopmobility@btconnect.com](mailto:shopmobility@btconnect.com)  
Opening hours: Tuesday to Saturday 10.00am to 4.00pm.
- Other wheelchair hire
- Active Mobility

4/6 Falsgrave Road.

Telephone: 01723 355122

Open: Monday to Saturday, 9.00am to 5.00pm.

- Independent Home Living

Ramshill Road

Telephone: 01723 381165

- Falsgrave Mobility Centre

44 Falsgrave Road, Scarborough. YO12 5AX

Telephone: 01723 500049

- Disabled toilets are available across the Borough. Radar toilet keys can be obtained from one of the Tourist Information Centres. A list is available on request or at [www.directenquiries.com](http://www.directenquiries.com)

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

- We have a car park with 8 spaces. Cars are parked in three rows of three behind one another so there is limited access between and to the rear of cars. There is also on-street parking available. We are happy to help guests with luggage.

### **Main Entrance & Reception**

- Access to the property from the car park is via 8 steps through two side hung doors, the narrowest is about 81cm wide. There is an alternative entrance to the rear which has a small ramp over two steps followed by a short walk to 7 steps (with handrail) through two side hung doors that are about 86cm wide. All guests have a key for both the doors which are kept locked at all times. On first arrival guests are requested to ring the doorbell.
- Background music is played in the Dining Room and Bar so can be faintly heard in Reception - this can be turned down/off if required. We have a pad and pen available to aid communication, as required. The desk in Reception is 84cm high. There is some seating available in Reception.
- Although we do not have a manned Reception, we are available during the day via a bell in Reception.

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

- The Dining Room and Guest Lounge are located on the same level

as Reception. Freeview is available in the Guest Lounge and all guest bedrooms. There is a public payphone in Reception.

### **Public Areas - WC**

- There are 2 public toilets. The one on the first floor has a toilet and sink. The one on the second floor has a toilet, sink and bath. The floors are covered with linoleum.

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

- The Dining Room has chairs without arms that can be moved to suit. Tables are 73cm high. A menu in large print is available on request.

### **Laundry**

- Not Available

### **Shop**

- Not Available

### **Leisure Facilities**

- Not Available

### **Outdoor Facilities**

- Not Available

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

- Not Available

### **Bedrooms**

- We do not have any ground floor rooms; all bedrooms are located on the first to fourth floors. We do not have a lift.

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

- Most bedrooms are ensuite; however one double and one single room share the public bathroom on the second floor and the public toilet on the first floor. Bathrooms have either a bath or a shower.

## **Additional Information**

- We allow small dogs by prior arrangement. We are happy to store special food/medications in our fridge if required.

## **Contact Information**

- Address: 121 Queen's Parade, Scarborough, North Yorkshire, YO12 7HU
- Telephone: 01723 372696
- Email: [mail@howdale.co.uk](mailto:mail@howdale.co.uk)
- Website: [www.howdale.co.uk](http://www.howdale.co.uk)

**We welcome your feedback to help us continuously improve if you have any comments please phone 01723 372696 or email [mail@howdale.co.uk](mailto:mail@howdale.co.uk)**