

## Tewitfield Marina Accessibility Guide

Welcome to Tewitfield Marina. We are committed to providing an inclusive and accessible environment for all visitors. This guide outlines the accessibility features available at our marina to help you plan your stay.

### **Parking and Arrival**

Designated accessible parking spaces are available in the main car park outside the main building. Each accommodation unit has an allocated parking space with ample room for unloading and manoeuvring.

From the car park to the entrance, there is level access via a ramp. The entrance path is 2400mm wide at the sloped end of the Teal block. The main footpath is 830mm wide. There is also a drop-off point at the main entrance with a dropped kerb.

Access Tewitfield Marina is past the Longlands Hotel and into our car park entrance, therefore there is no footpath from the street to our premises.

### **Reception and Check-In**

Reception is accessed via three steps with no handrail, which may make it difficult for some guests. However, our staff are always happy to meet you outside and assist with check-in if you are unable to manage the steps. For those who require a wheelchair-friendly route, there is an accessible path at the back of the Lapwing building, leading directly to accommodation.

The entrance door to reception is 710mm wide, and has a low-level desk with seating and a hearing loop available inside.

### **Accommodation**

#### **Wheelchair-accessible Accommodation**

At least one of our units features:

- Level access from the main entrance to the bedroom with a door width of 750mm or more.
- A minimum unobstructed floor space of 1200mm x 900mm for easy mobility.
- Twin or double bed configuration options available on request.

### **Kitchen Facilities**

Each apartment has an open-plan kitchen with level access. The route to the kitchen is at least 720mm wide. Work surfaces, cupboards, hobs, sinks, and appliances are fitted at a standard height of 920mm.

### **Bathrooms**

At least one unit features a wheelchair-accessible bathroom with a level access shower. The wheelchair-accessibility bathroom includes:

- A door width of 540mm
- A separate roll-in shower

- A transfer space of 1180mm in front of the toilet
- A toilet seat height of 400mm
- A basin height of 830mm with lever-operated taps (no space underneath)
- A slight 9cm lip from the bedroom into the wetroom

A free-standing shower chair and grab rails for the shower are available upon request (self-fitting required).

## General Accessibility Features

- **Allergy-friendly bedrooms:** All bedrooms are non-smoking, with non-allergic bedding available. Fitted carpets are standard, and we can provide details of cleaning products on request.
- **Furniture adjustment:** Furniture can be rearranged upon request to accommodate specific mobility needs.
- **Ground-floor accommodation:** At least one ground-floor apartment includes a bedroom with an en-suite bathroom.
- **Standard bathrooms with separate showers:** Some apartments have bathrooms with a separate shower unit or wetroom instead of a shower over a bath.

## Additional Services and Facilities

- **Emergency evacuation plans:** General Emergency Evacuation Plans are in place for visitors with additional access needs.
- **Enclosed outdoor areas:** Guests have access to a secure outdoor play area.
- **Accessibility awareness training:** Some staff members have received accessibility and inclusivity awareness training.
- **Assistive listening system:** A hearing loop is available in reception.
- **Facilities for assistance dogs:** Water bowls for assistance dogs are provided within the marina grounds and there are suitable exercise areas in the locality.
- **Large-print information:** Large-print materials are available on-site.
- **Virtual tour:** Room videos can be recorded upon request, subject to staff availability.

## Additional Information

- **Detailed accessibility information:** For more details, visit our website or contact us:
  - Email: [info@lakedistrictstates.co.uk](mailto:info@lakedistrictstates.co.uk)
  - Telephone: 01524 782092
- **24-hour guest assistance:** Our team is available around the clock to assist visitors.
- **Familiarisation visits:** We offer pre-visit familiarisation tours, subject to staff availability.
- **Wheelchair and scooter loan:** Mobility equipment can be hired from Mobility Linx Ltd by calling 01524 832 413.

We are dedicated to ensuring that your stay at Tewitfield Marina is as comfortable and accessible as possible. Please do not hesitate to reach out with any specific requirements. We look forward to welcoming you!

