

## ACCESS STATEMENTS GENERAL DETAILS 2022

Our properties are built of soft red brick construction, built in 1855 and the dairy barns were converted to provide accommodation in 2008/9.

Our dog friendly cottage is End Cottage.

Avocet is all on one level and sleeps 6 in 3 bedrooms including a spacious king sized bedded room with en-suite shower & WC, a second generous 5ft double with zip & link beds and a small twin room with 2x 3ft beds. The family bathroom has a walk-in shower and bath with travertine stone floor (could be slippery when wet). The bright open beamed kitchen/living space looks out over a private fenced garden, to the shared lawns and play area and farmland as far as the eye can see. There is a private terrace with garden furniture and a barbecue. Avocet communicates with Garden House via a boot lobby with a separate entrance and is suitable for larger groups requiring up to six bedrooms to sleep 12. Both properties have solid slate or travertine floors throughout with underfloor heating supplied by a geothermal heat pump. Avocet has a LAN socket & Wi-Fi internet connection.

All of our properties at Cranmer Country Cottages have shared use of the luxury indoor heated pool, games room, cycle store, laundry and tennis courts. Assistance dogs are welcome in Woodpecker Cottage by special arrangement.

We have a small reception office on our main site which is open on arrival days until 5.00pm & most week days, we (owners) are generally around at weekends. Our properties are thoroughly cleaned between lettings, beds are made up with freshly laundered linen, towels for the bathrooms, tea towels and a welcome goody basket.

### **Pre-arrival**

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours, which is NR21 9HY to get directions.

- Most sat navigation systems & journey planning websites can find us - just type in our postcode NR21 9HY
- The nearest railway station is Kings Lynn which is 21.2 miles away (40 minutes). Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.
- Parking is across the main road on a gravelled parking area or in the north carpark (Fro Avocet Garden house Coot & Woodpecker cottages) on a bitumen surface. There is a slope up from the carpark but drop off is available at the top of the slope immediately inside the farm gate. See our site plan for further information.
- Mobile phone connection can be intermittent and we are on fibre broadband it is not superfast and as it is rural broadband and Wi-Fi we cannot guarantee supply.
- We are in a rural location and as such there is no provision for public transport within walking distance.
- Avocet is located at the north end of the site opposite the North car park through the wooden gates. Parking is in the lower car park.
- Please ensure you have pre-ordered any specialist equipment provided by in advance of your stay - items we can provide for use in our properties are listed under booking details on our website. Please discuss with us any special requirements you may have before your arrive or prior to booking with us.
- Once your booking has been confirmed we will send an email with full arrival instructions, a local map to help you find us and a map of our site and parking. We will also attach our pool disclaimer - please sign and return this to us prior to your arrival.
- Full arrival instructions are also available on our website @ [www.norfolk-luxury-cottages.co.uk](http://www.norfolk-luxury-cottages.co.uk) Most sat nav's & journey planning websites find us - just type in our postcode NR21 9HY - End Cottage/3 Home Farm cottages.
- The nearest railway station is Kings Lynn which is miles away. Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see <http://www.accessiblecountryside.org.uk/norfolk-taxis#KingsLynn>
- We are in a rural location and as such there is no provision for public transport within walking distance.

### **Key Collection, welcome and car parking**

- We meet and greet between 4.00pm – 5.00 pm. Guests are required to call into the office/reception to collect keys to their property and

receive onsite information. Car parking is on the opposite side of the road on the hard standing area or in the north car park, approximately 30 yards /28 meters from the property. If you are unable to come to the office please give us a call prior to arrival and we will arrange for a key to be left in a key security box for you. We will issue a key security box code. Please bring a torch with you if you are likely to arrive after dark.

- In your cottage you will find a comprehensive welcome information folder, a welcome goodie basket and a personal welcome letter. If we have not been able to welcome you in person we will arrange a mutually convenient time to meet you at the property on the following day - from 9.00 am onwards.
- Parking for Avocet is located through the gates in the north car park within 20 meters of the property. There is ample parking for 2 cars. The surface of the car park is tarmac and it is set down a slope of approx. 1%. The footpath to the property is pea shingle. It is possible to drop off outside cottages with 20 meter walk to the front door of Avocet.
- We are in a rural area - the parking areas may be dark at night so a torch is required.

### Entrance to property

- The converted single story barns have threshold entrances with a single step at the front and also via the glazed patio doors at the back. The threshold access step is 100 - 150mm.
- The front doors are 750mm/29.5ins wide.
- We leave lights on in our properties when we are expecting guest arrival after dark.
- The flooring in our properties is either tiled or wooden/bamboo/laminate with a doormat at the entrance.
- Entrance may be via a small hallway 1100mm wide min, or direct access to the living space.
- The entrance is lit until 11.00pm, after which time a torch will be necessary.

### Sitting Room/Lounge

- The sitting room/lounge is situated with level entry from the hallway/front door.
- The door opening to the living space is 750mm/29.5ins wide.
- The room has a mixture of seating with sofas and soft chairs with **non-feather cushions** together with a low coffee table.

- Furniture can be moved.
- There is a widescreen digital television with remote control, subtitles, and a DVD player.
- Lighting is natural daylight and by night levels are controlled by dimmer switches, with overhead lighting used as well as table lamps around the room.
- The flooring is hard tiled/wooden laminate/bamboo.

## Dining

- The dining room is situated on the ground floor with level entry from both the hallway and the kitchen.
- The dining table (moveable side to side) has legs on each corner, 650mm/25.5ins from floor to lowest point of table (under space) and is 800mm/31.5ins high.
- There is free space around the table.
- Chairs (all moveable) – 6 wooden farmhouse style chairs – no arms
- Lighting is natural daylight with wall lighting and table
- The flooring is hard tiled/wooden laminate/bamboo.

## Kitchen

- The kitchen is situated on the ground floor with step free, level access from the hallway and the dining room.
- The door openings to the kitchen from both the hallway and the dining room are 750mm/29.5ins wide.
- The door of the oven drops down and the handle is 950mm/37.4ins above the floor. The hob is 930mm/36.6ins above the floor.
- Worktop and sink are 930mm/36.6ins above the floor.
- Fridge freezer available, highest shelf in fridge 870mm/34.25ins and lowest drawer in freezer 950mm/37.4ins.
- The kitchen is lit by led lighting strip under the cupboards, fluorescent uplighting in the beams and occasional pendant lighting.
- The flooring is hard tiled/wooden laminate/bamboo.

## Bedrooms

- The bedrooms are all ground floor with step free level access from the front door and hallway.
- In the Cottages there are 2-3 bedrooms: check individual cottage details for bed sizes.
- Beds are at standard height with a divan base.
- The doorways to the bedrooms are 750mm/29.5ins wide.

- Furniture can be easily removed or rearranged in the ground floor room.
- The height of all beds from the top of the mattress to the floor is 450mm/17.7ins
- Lighting is natural daylight and fluorescent uplighting from the ceiling trusses & bed side task lamps. Lighting can be controlled by dimmer switch.
- Bedding is non-feather and hypo allergenic luxury microfiber faux down.

### **Bathrooms, shower-rooms and Toilets**

Coot, Avocet, Tern & Wagtail have level access bathrooms with a small carpet bar threshold and the following:

- Step free, level access.
- Door opening 800mm/31.5ins wide.
- A level entry, step free shower – Coot Avocet & Tern cottages, Wagtail has a shower tray with raised edge.
- Grab rails, horizontal and vertical, around the shower on request. (These items can be requested in advance of your booking as an extra)
- Toilet 400mm/15.7ins high.
- Wash basin 800mm/31.5ins high.
- Toilet 400mm/15.7ins high.
- Wash basin 800mm/31.5ins high
- Well-lit with overhead lights, fluorescent mirror light and natural daylight.
- Pale travertine stone flooring in Coot & Avocet, anti-slip vinyl flooring in Tern cottage. Textured tiles in Wagtail Cottage.

### **Laundry/Utility**

- Cranmer country cottages has 24-hour laundry available to all guests on the main site - please see site map for details.
- The utility room is accessed via one step down just off the kitchen.
- The door opening is 750mm/29.5ins wide.
- There is a sink with lever taps.
- There are standard size washing machines and pay as you go LPG tumble driers . Both are front loading.
- The room is lit by a single ceiling light.
- Flooring is grey painted cement.

- Front loading washing machines are available for use free of charge however the LPG tumble driers are available at an additional charge of £1.00 for 20 minutes. Each cottage has line drying facilities and clothes driers in the bathroom.

## Garden

- Each property has a private patio overlooking the gardens which can be accessed from the lounge with one step threshold.
- Wooden table & chairs and a bbq are available on the patio. There is a slope or step on to the lawn.
- Patios are fenced for privacy and lead to shared gardens.
- Dogs are not permitted anywhere on the main site, in the shared play areas or shared courtyards & grounds.

## Additional information

- Trained assistance dogs are welcome but we must be informed in advance of accepting the booking
- The mobile phone reception can be poor.
- The nearest General Hospital with an A&E unit and walk in NHS is in Kings Lynn and the nearest Doctor's surgery is 5 miles away. Further information is in the welcome folder.
- There is also a list of nearby attractions and details of their Access Statements for information, where available.
- We provide access to a shared luxury indoor heated pool facility. The shared pool is salt dosed and has a gently sloping bottom from shallow 2.1 ft to deeper end 4.6ft. The water is heated to 30 degrees year round by our biomass boiler. The pool is accessed by a ramp or steps with threshold step of 200mm. There is a small tiled entrance lobby where guests are required to remove their outside footwear. The main changing rooms are accessed via an internal doorway of 762mm. The floors are tiled with Pilkingtons non-slip tiles. There is one large private changing room with WC and wash basin and 3 other changing cubicles and a second WC. Entry to the pool is via a series of 6 shallow steps with a hand rail on the right hand side. We do not have space on the poolside for a hoist or trained staff who could provide assistance. The pool is below 1.8m and we are not required to provide a lifeguard.
- We do not provide a hoist for the pool.
- There is a secure cycle store building adjacent to the north car park with bookable space for a mobility scooter.

- The Red Cross can arrange delivery of specialist equipment in advance of your stay. (We do not have space under our divan bed bases to accommodate a hoist.)
- Mobile reception on site is poor, however there is a functioning traditional red telephone box in the centre of the main courtyard.
- The nearest general hospital with an A&E is Kings Lynn 20 miles & half an hour from Cranmer, the nearest walk-in doctors surgery is in Fakenham 5 miles away.
- Supermarkets Sainsbury's, Tesco, & Waitrose will deliver a grocery shop to Cranmer Country Cottages - please be sure to give them the name of your cottage when you book and book a time slot due to arrive after you get here. There is a comprehensive list of the best local attractions with access information (where detailed) available on our website and in our cottage welcome folders.
- Trained assistance dogs are welcome at End Cottage and also at Woodpecker Cottage.

### Future Plans & Limitations

- Due to the limitations of our original Victorian farm buildings and the layout of internal spaces within our properties accessibility of our properties and facilities can be a challenge. We cannot provide level access into our cottages - all properties have a single threshold step of between 100 - 200mm. In some instances our guests have used a temporary ramp arrangement themselves designed to suit their particular needs. We are looking into finding a temporary solution for grab rails in the bathrooms - however we would need to be convinced that these are safe for us
- We aim to welcome-all within the confines of our business. We are constantly looking at where we can improve things as far as accessibility is concerned for guests with impaired mobility or perhaps are recovering from surgery.
- We are always happy to discuss guest's special requirements and if we are able to improve our guest experience we are always keen to help. We monitor our guests requirements via our feedback forms & reviews and this forms an important part in our future business planning.

Contact: [bookings@norfolk-luxury-cottages.co.uk](mailto:bookings@norfolk-luxury-cottages.co.uk)

Grid reference: TF 88418 33230 - 52.863563 0.79754360

Local Carers: <http://www.helpinghandshomecare.co.uk/>

Local Equipment Hire: <http://www.redcross.org.uk/>

[www.westnorfolk.gov.uk/info/20119/taxis\\_and\\_private\\_hire/150/wheelchair\\_accessible\\_vehicles](http://www.westnorfolk.gov.uk/info/20119/taxis_and_private_hire/150/wheelchair_accessible_vehicles)

Local Accessible taxi: <http://www.accessiblecountryside.org.uk/norfolk-taxis>

Local public Transport: <http://www.traveline.info/>

<http://www.norfolkcoastandnorb.org.uk/partnership/public-transport/420>