



# Access Statement/Information

## Introduction

Our home is set in a peaceful rural location and offers three guest rooms. We occupy an elevated position at approx. 500ft above sea-level. Access is via a single-track tarmac lane passing between farm buildings. Sections of the house are over one hundred years old and whilst we aim to meet the needs of all our guests there are some period features which might make access difficult for people with limited mobility. All our rooms are on the first floor and are therefore not suitable for wheelchair users.

## Pre-Arrival

We are the last property located on a single-track un-lit lane approximately 250m from Downton Cross on the main road into Dittisham. Our location is very peaceful and relatively remote so is not ideally suited to those travelling without a car.

Beyond Downton Lodge the lane becomes a footpath/bridleway. Apart from occasional farm vehicles the only "traffic" passing our house consists of walkers and horse-riders and farm vehicles servicing the farm land.

There is a well-stocked village shop and two Pubs in Dittisham (approx 1.2 miles). A 10 minute drive will take you to the historic port of Dartmouth with an extensive range of shops, banks,

restaurants, cafes and pubs. There is no regular bus service.

The nearest railway station is Totnes which is approximately 20 minutes drive by car. There are several local taxi companies; we can make bookings in advance for you if required. The cost of a single taxi journey between Downton Lodge and Dartmouth is around £10.

We have two Hungarian Vizla dogs called Boris & Elek and Two English Toy Terriers (Black and Tans) called Otto and Tapu –They are excluded from the kitchen and dining room whilst food is being prepared and served. Under no circumstances are they allowed into guest bedrooms. In the interests of all guests we regret that we're not able to accommodate guests' pets.

Menus and other printed information can be provided in large print if required. We regret we do not have the facilities to prepare documents in Braille. Our website at [www.downtonlodge.co.uk](http://www.downtonlodge.co.uk), facebook and Tripadvisor provide pictures of our accommodation and further information about the services we provide.

You can contact us by telephone, email or text. Please see the "Contact Information" section of this document for full details.

## Arrival and Car Parking

Please advise us of your anticipated arrival time so that we can be sure we are here to welcome you. You can update arrival times by text or voice on 07860725188 or calling Downton Lodge on 01803 722252. To ensure your accommodation is ready we ask that guests do not arrive before 5pm. Any earlier arrival times may, however, be possible by prior arrangement.

Parking is on a level tarmac drive in front of the main entrance door. There is a wooden gate between the driveway and the lane

which we ask guests to **keep shut when not in use** to deter the occasional stray farm animal from entering the garden! Please do not obstruct the entrance way leading to our “Barn” as 24hr access is required.

The driveway entrance is lit at night time. We are pleased to offer assistance with luggage.

## Main Entrance

There is one step up of 18cm from the drive into the front porch. The front door is normally unlocked but please ring the bell and/or knock on arrival. Following guest registration on arrival, we will always take you to your room and explain the facilities. The porch is lit at night time.

## Guest Accommodation – Public Areas

From the hallway a door leads in to the main dining room where breakfast is served. The hallway has a tiled floor and radiator. We ask that guests leave outdoor clothing and boots/shoes in the hall. There are clothes hooks provided. If required, wet clothing can be dried overnight in our utility room; please ask. Umbrellas and torches are available, which guests are welcome to borrow.

From the hallway a turning staircase rises to the first floor. There are a total of 13 steps. The width of the staircase at the narrowest point is 80cm. There is a hand rail on one side of the carpeted stairs.

The first floor landing opens into a Lounge area which is for the exclusive use of guests (see “Lounge” section for more information). There are three first floor guest bedrooms leading off the Lounge (see “Bedrooms” section for more information).

The house is centrally heated throughout but each radiator can be

adjusted to suit individual requirements.

## Guest Lounge

Guests are welcome to use the first floor lounge at any time. Seating consists of a sofa and arm-chairs. The room is centrally heated and is fully carpeted.

Free Wifi is available throughout the property. Password available on request and posted in rooms

A selection of local information (including pub & restaurant sample menus and local walks), maps, guides, books, magazines, DVD's and board games are available and which guests are welcome to borrow.

An area is designated for making Beverages- Tea, Coffee etc and a hospitality tray is provided for each room. A small fridge is provided for guests' use. Inside will be found fresh milk for the hospitality trays for each room, bottles of the local spring water are provided in each room, these are replenished daily. Ice cubes are normally available in the refrigerator.

There is a drinking fountain tap for ease of filling the kettle and Nespresso coffee maker.

## Dining Room

Breakfast is served in the dining room on the ground floor. All guests share a large rectangular table with an underspace of 64cm (legs on each corner).

There is a self-service cold buffet comprising cereals, muesli (contains nuts), fruit juices, grapefruit, fruit, yoghurts, etc. Cooked breakfast is freshly prepared and served to you.

The room is centrally heated and with an Oak wooden floor. Soft

background music or radio is played in the dining room during breakfast.

## Bedrooms

All three guest bedrooms are on the first floor and are carpeted throughout (with the exception of the en-suite bathrooms which have tiled floors).

Each room has its own individual door key in addition to a key to the main entrance door to the house.

Each bedroom has its own en-suite facilities (details under each bedroom description below). All bathrooms have opening windows in addition to extract fans that switch on/off automatically when the bathroom is occupied. The fans have been specifically chosen for the quietness of operation and we would ask guests not to switch them off at the wall as their use helps to limit condensation.

All bathroom doors can be locked from inside.

Each bedroom has two bed-side lamps which can be switched from the bed independently of one another and ceiling lighting.

The Guest Lounge is equipped with a “hospitality trays” for making tea and coffee for each room. There is also a further selection of fruit teas, and coffee in the guest lounge where fresh milk is also available in the refrigerator.

We provide a hair dryer in each room. An iron and ironing board can be provided on request.

All our mattresses are pocket sprung. Our beds are normally made up with feather duvets and two pillows per person – one of which is feather. The duvets on the double beds are hypo-allergenic.

The single bed duvets are feather but are not hypo-allergenic. If you

require hypo-allergenic duvets and pillows please advise us when booking.

Beds are made up with duvets that are an appropriate weight for the season. Alternative weight duvets can be supplied by request. Please specify any special requirements when booking.

There is a wardrobe, chest of drawers, wall mirror, two bedside chests and additional comfortable seating in each room.

Each room has a remote controlled colour TV with “Freeview” providing all major channels, Each television has a DVD player, on which Guests own Cd’s or DVD’s can be played, a small selection of DVD’s are available for guest use in the lounge, others are available on request.

Each bedroom has a cat5e socket for connecting a laptop to the internet. Please ask us should you wish to use this as we will need to connect the relevant socket outlet to our broadband connection. There is no charge for this facility.

There is a folder in the Lounge which contains further information about the house and details of emergency contacts including doctors and hospitals.

## Dittisham Room

This room has a 4ft 6in double bed. The top surface of the mattress is 64cm above floor level.

The room has its own balcony facing east which is accessed via a lockable door – height of opening 167cm. There is a step down of 5cm onto the balcony deck. Two folding chairs are provided.

En-suite – shower, toilet and washbasin

The doorway into the en-suite bathroom is 57cm wide. The floor area of the bathroom (excluding shower) is 1.4m x 1.3m. There is a shower

(90cm x 66cm) with glass bi-fold door, WC (height 39cm) and fitted washbasin (height 78cm).

The height of the threshold to access the shower is 22cm. There is an electric towel rail which is on all the time. Please be careful as it gets very hot. There is an electric fan heater over the door if additional heat is required.

## Dartmouth Room

This room has two 3ft single beds which if preferred can be pushed together to make a 6ft double. The top surface of each mattress is 63cm above floor level.

The room has its own balcony facing east which is accessed via a lockable door – height of opening 167cm. There is a step down of 5cm onto the balcony deck. Two folding chairs are provided.

En-suite – bath with shower over, toilet and washbasin. The bath has a grab handle on each side and there is a further handle on the wall above the bath.

A non-slip mat can be provided for use in the bath.

The doorway into the en-suite bathroom is 57cm wide. The floor area of the bathroom (including bath) is 2m x 1.5m. There is a bath (overall dimensions 140cm x 70cm and height 54cm) with shower over. There is a toilet (height 42cm) and washbasin (height 87cm).

There is an electric towel rail which is on all the time. Please be careful as it gets very hot. There is an electric fan heater over the door if additional heat is required.

## Deco Room

This room has a 4ft 6in double bed. The top surface of the mattress is 63cm above floor level. En-suite – shower, toilet and washbasin.

The doorway into the en-suite bathroom is 56cm wide. The floor area of the bathroom (excluding shower) is 1.5m x 1.5m. There is a shower (83cm x 67cm) with glass bi-fold door, WC (height 9cm) and washbasin (height 85cm).

The height of the threshold to access the shower is 16cm. There is an electric towel rail which is on all the time. Please be careful as it gets very hot.

## Garden

Guests can request access to our patio area and garden, after request has been granted, although they should be aware that our dogs; Boris, Elek, Otto and Tapu have access to these areas at any time.

## Additional Information

Free Wi-Fi is available throughout the house. Please ask for the password. There are mains-powered integrated smoke alarms throughout the property. In the event of fire the smoke alarms should sound. Please advise us if you have a hearing impediment and might not hear this audible signal.

The building can be evacuated via the main entrance door. Should the main entrance be impassable there are four alternative exits on the ground floor.

**We do not permit smoking anywhere in the house or on the balconies.** If you smoke outside (the Car Parking Area only) please ensure there is no risk that smoke can blow into the house via open doors or windows. Please request an ash-tray or dispose of cigarette butts properly without causing fire danger or offence to others.

We will do our best to cater for special diets or any particular likes or dislikes. Please advise us when booking.

Mobile phone reception at Downton Lodge is generally good.

## Contact Information

Address: Downton Lodge, Dittisham, Dartmouth, Devon, TQ6 0JD

Telephone: +44 (0)1803 722252. When we are away from home this number, a message can be left.

Mobile: for text messages and voice calls 07860 725188

Email: [welcome@downtonlodge.co.uk](mailto:welcome@downtonlodge.co.uk)

Website: [www.downtonlodge.co.uk](http://www.downtonlodge.co.uk)

We are open all year but do take occasional days off.

If you have any specific questions please feel free to contact us and we will do our very best to help.

Updated: 1<sup>st</sup> December 2015

