



Accessibility Guide for The Coach House

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Welcome

The Coach House is a beautifully renovated 19th century stone building on two floors, which sleeps 2/3 and features a modern open-plan living space with an exceptional view across this area of outstanding natural beauty. Guests enjoy shared use of one and a half acres of secure gardens and meadow; dogs are welcomed.

At a Glance

Level Access

- The main entrance has 1 step. There is no lift and no ramp.
- There is level access from the main entrance to:
 - Coach House lounge
 - Coach House terrace
 - Surrounding meadow and gardens

Access with steps

- There are steps from the main entrance to:
 - Bedroom

Bedrooms

- We have non-allergic bedding.

Hearing

- The (bedroom) TVs have subtitles.
- Some staff have disability awareness training.

General

- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

Getting here

Bicknor Cottage
English Bicknor
COLEFORD
GL16 7PA

Travel by public transport

- You can get to The Coach House by bus.
- The nearest bus stop (in either direction) is English Bicknor (Smithy Close) which is immediately adjacent to/opposite the venue. The bus stop is 0.0 miles / 0.0 km from The Coach House.
- 35 bus runs six times a day from Monmouth and Ross-on Wye.

Travel by taxi

- You can get a taxi with CDS Taxis by calling 01594 834834. The taxi company has a wheelchair accessible vehicle.

Parking

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The route is 1300mm wide, or more.
- There is dedicated parking for Coach House visitors 10 yards from the front door along a gravel path (see photo), although this door has a stepped entrance. Alternatively there is another entrance without step 15 yards away.



Photo of parking space a short distance from front door

Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1300mm wide, or more.

Main entrance

- The door is 660mm wide.
- The main entrance has 1 steps.
- The main door is side hung and manual.
- The other entrance door is 1900.00mm wide.
- The alternative entrance is a set of double doors off a courtyard 15 metres from the parking place, just around the corner from the main entrance.
- When you arrive, we can help carry your luggage.



Alternative entrance - double doors from courtyard

Getting around inside

Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, bedside lamps and natural daylight.
- Lights are LED. Some lights can be controlled independently.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- No bedrooms have fitted carpets.
- We can move the bedroom furniture, to improve accessibility.
- The bedroom nearest the main entrance has 12 steps.
- We have bathrooms with a separate shower.
- The walls and the fittings have high colour contrast.
- The direction of transfer onto the toilet is to the front only.



View of toilet in downstairs (only) bathroom



Coach House bedroom



View of (downstairs) shower showing lip on shower tray

Self catering kitchen

Coach House kitchen

- We have an open plan kitchen.
- From the main entrance to the kitchen, there is level access.
- The work surface is available at a height between 650mm and 900mm.
- The hob is available at a height between 650mm and 900mm.
- The sink is available at a height between 650mm and 900mm.
- The oven is available at a height between 650mm and 900mm.
- The kitchen is part of the main living area. The kitchen island is on lockable casters and can easily be moved around for ease of access to kitchen facilities.



View of living area showing kitchen

Lounge

Coach House lounge

- From the main entrance to the lounge, there is level access.
- The lounge is part of the open-plan living area, and the main entrance leads directly into it.



View showing the lounge and dining area

Getting around outside

Terrace

Coach House terrace

- From the main entrance to this area, there is level access. To get to a table, there are no steps.
- Access to the terrace is from the living area of the Coach House, through the bi-fold windows which can be opened up as wide as needed.



View showing lounge and terrace beyond bi-fold windows

Surrounding meadow and gardens

- From the main entrance to this area, there is level access.
- The property is surrounded by 1.5 acres of meadow and lawns, much of which can be reached from the Coach House without steps. However the terrain is variable and will be soft in wetter weather.



View towards Coach House showing meadow

Customer care support

Accessibility equipment

- For visitors unable to use the upstairs bedroom, one of the downstairs sofas converts into a double bed, or if preferred we could move in a single bed for the stay.
- Dogs are welcome visitors, and the Coach House is surrounded by a large garden which more than adequate for their toilet needs.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- Power can be provided to wherever is most convenient for a scooter or wheelchair to be recharged.

- You can hire mobility equipment from Fairways Furnishing and Mobility Centre by calling 01594 836807.

Emergency evacuation procedures

- Fire protection includes:
 - Smoke/heat detectors
 - Emergency lighting
 - Thumb turn latch on front door + 2 other ground floor exits
 - Escape window in first floor bedroom

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