



Acorns Guest House access statement.

264 Wimborne Road,
Oakdale, Poole, Dorset
BH15 3EF

Tel: 01202 672901

WEBSITE: www.acornsguesthouse.co.uk

E-MAIL: enquiries@acornsguesthouse.co.uk

INTRODUCTION:

We endeavour to cater for all the needs of our guests in order to make their stay as homely, enjoyable & memorable as possible. We offer a friendly, relaxed but professional service & pride ourselves on giving our guests individual attention & extremely high standards of both cleanliness & décor throughout the Guest House.

We have 4 double en-suite rooms (two of which can be made into twin rooms) & one small single room with its own private shower/WC room opposite. One of our double rooms is located on the ground floor. Details of the room's facilities are outlined later. The following is a summary of our provision & as we strongly feel we want to promote & deliver our best service to our guests, this document may be slightly lengthy & detailed. If you would like to know any details which have not been included please do not hesitate to contact us directly.

PRE-ARRIVAL.

- The Acorns is situated on the main A35, approximately 1-2 miles from the town centre, rail, bus & ferry terminals & industrial estates.
- If you would like directions or maps please visit our website or please feel free to contact us directly.
- We are ideally placed for both leisure & commercial users.
- Bus stops are only a couple of minutes walk away for the town centre & other areas.
- The main shops are in the town centre but we do have a local shop, chemist & library nearby & a garage opposite.
- All of our documentation eg: registration forms, menu's etc are available in large print if requested but regrettably we do not have the facilities for Braille. A magnifying glass or sheet is also available.

ARRIVAL & CAR PARKING.

- Rooms are available from 1pm, however on booking an approximate time of arrival will be agreed to ensure we are here to welcome you.
- We have tarmac forecourt parking at the front of the property with adequate spaces for one car per room. One of the bays is larger for easier access in & out of your car if required.
- This is lit for the majority of the darkness hours. There is also an illuminated "Acorns" sign to assist you in locating us. If you require directions please contact us.
- If you are arriving by public transport there are a number of local taxi firms. We will willingly give you the telephone numbers if you require. The taxi firms also have easy access cabs if required.
- When you arrive we would be pleased to assist you with your luggage.

MAIN ENTRANCE & RECEPTION.

- As you approach the front door there is a slight incline & a motion activated security light will

come on after dusk.

- To access the property there is a 9" (23cm) step where you will then enter a small porch. There is a payphone here with a seat for your use. To enter the reception area there is another small step 3 ½" (9cm) high.
- Once in the hall you will be required to complete a registration form before being escorted to your room. If you are unable to complete the form immediately on arrival then it can be arranged for you to complete it in your room or we would be willing to complete it your behalf. A magnifying glass or sheet is available as are large print versions of the form.
- Seating is provided in the hall & the area is carpeted.
- Once you have registered you will be given a room & front door key to allow you free access during your stay. Two sets of keys can be arranged if you wish.

PUBLIC AREAS / OUTDOOR FACILITIES.

- To access 4 of the 5 bedrooms there is a carpeted staircase comprising of 14 stairs each 6½" (17cm) high & 30" (76cm) wide. There is a hand rail on both sides of the staircase.
- At the top of the stairs – to access rooms 2 / 3 / 4 – there is one more step onto the landing area.
- There is a **small** W/C & hand basin cloakroom at the end of the hall downstairs.
- The carpeted dining room has 4 or 5 individual tables. One of the tables can be set to cater for 3 people.
- The dining room chairs do not have arms.
- We do not play background music during breakfast. There is a TV in the adjoining lounge if you wish to watch the news, weather etc.
- The guest TV lounge is directly off of the dining room. This is also carpeted & is equipped with a conservatory style 3 piece suite, two coffee tables, freeview TV, stereo & magazines. This area can be used at any time of the day.
- Once in the guest house there are no steps on the ground floor level.
- The only outdoor area accessible to our guests is the front car park. There is a small concrete bench close to the house.
- A wide range of local information is available in the hall area & local maps are available to loan throughout your stay. Alternatively we would be more than willing to assist you with directions etc.

BEDROOMS / EN-SUITES.

- Two of our double bedrooms have a 6ft bed – which can be split into two singles if required. The other two double rooms have a 5ft double bed (this includes the ground floor room). Our single is a **small** room with a private shower/WC room opposite.
- All double beds can be accessed from both sides. The single room bed is accessible from one side only. The twin room beds each have a bed which is only accessible from one side & one which is accessible from both sides. The gap between the twin beds is 16" – 18" (41cm – 46cm).
- The ground floor room has **not** got widened doors for wheelchair users. The en-suite is small & does not have features such as grab rails etc that may be needed.
- The beds all have duck & down duvets but synthetic duvets or sheets / blankets are available. Pillows are synthetic but feather ones are available, as are extra pillows. Prior notice would be appreciated, but not essential, if you wish to have the alternative.

- The carpeted en-suites comprise of an individually lit shower cubicle (a slight step into them), a wash hand basin, WC & shaver point & mirror. The single rooms washing facility has an individually lit shower cubicle (a slight step into it), a wash hand basin, WC, shaver point & mirror & a linoleum floor.
- All rooms have wardrobes, dressing tables, bedside tables & lamps, wireless internet access (subject to laptop compatibility), a refreshment tray, hairdryer, freeview TV(+/- subtitles), clock radio, guest welcome pack, clothes brush, books & playing cards.
- All bedrooms & en-suites have individually controlled thermostatic radiators. All windows are double glazed & the front windows are treble glazed.
- All bedrooms & en-suites are carpeted. The single shower room has a linoleum floor.
- A non slip shower mat is available upon request.

ADDITIONAL INFORMATION.

- The Guest House is fitted with a modern interlinked fire alarm system (Installed in 2008) & fire extinguishers are situated in the hall & landing area. All rooms have 30" (76cm) wide fire doors & automatic closers. We have emergency lighting in the guest lounge, hall & stair areas. Our evacuation procedure is displayed in each room, if you require assistance in the case of emergency please let us know on your arrival.
- For the safety & comfort of our guests & to comply with the law we operate a non smoking policy. Guests are able to smoke in the car park area.
- Special diets can be catered for with prior arrangement. Vegetarians, vegans catered for.
- A packed lunch & flask filling service is available (£4-00 per person or free for guests leaving before breakfast)
- Mobile phone reception is generally good in this area.
- Regrettably we do not cater for children under 13 years old, as we do not have a family room.
- We do not offer a laundry service, however if you require swimming/beach wear or wet clothing to be dried we would be pleased to hang it on our washing line or tumble dry it for you. If you prefer there is a laundrette approximately 15-20 minutes walk away.
- The Guest House has a payphone available for national calls & there is a public telephone approximately 5 minutes walk away.
- Unfortunately we do not accept pets.
- There are a few options of restaurants/pubs in the vicinity of the Guest House. Approximately 20 minutes walk away there is a pub & also a carvery. About 5 minutes walk away there is a highly recommended fish & ship restaurant.
- Our area has a charity run "Shopmobility" scheme where individuals can hire manual or electric wheelchairs in order to fully access the shopping centre, quay, high street & park. Please ask us for details.
- In order to ensure all of our guests have an enjoyable stay we welcome any constructive feedback in order to continually improve our service to you.

CONTACT DETAILS.

ADDRESS: Acorns Guest House, 264 Wimborne Road, Oakdale, Poole, Dorset BH15 3EF

TELEPHONE: 01202 672901 (When we are out the Acorns number is generally diverted to our mobile occasionally we may need to put the answer machine on)

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