



SWAIN HOUSE
BOUTIQUE B&B

Access Statement

At Swain House, we aim to ensure that all our guests enjoy comfortable facilities and are made to feel welcome. We aim to ensure that all guests, employees, and others who use, or assist in, the provision of our services are treated equally and according to their needs.

We have developed this access statement to provide practical additional information for all guests who wish to stay at the B&B or use its facilities.

We request that, when making an enquiry or booking, customers inform us of any special needs or disabilities that they may have in order for us to meet any personal requirements.

Swain House is privately owned and run by Jason and Annie Robinson. All en suite bedrooms are on either the first floor, accessed by stairs from the ground floor or on the second floor, accessed by stairs from the first floor. The public rooms, the Dining Room/Sitting Room, and a cloakroom are on the Ground Floor.

Pre Arrival

- You can contact us via telephone, email or post
- Swain House has a website describing our services and terms: www.swain-house.com
- Swain House is situated in the town of Watchet in West Somerset on Swain Street in the centre of town among an array of shops and pubs
- The nearest pharmacy is across the road and the doctor's surgery is less than 100m away at the top of Swain Street
- There limited public transport - a car is the most practical form of transport
- The closest train station is Watchet station about 200m it is the West Somerset Railway (www.west-somerset-railway.co.uk) running between Bishops Lydeard and Minehead. The nearest mainline station is Taunton (about 16 miles) and has a direct link to Paddington London. Taunton is a short taxi ride away from Bishops Lydeard (about 5 miles)
- The nearest bus stop is next to Watchet station on Harbour Road, buses run to Minehead & Taunton
- There are a number of local taxi companies and we are happy to provide details on request
- There are directions to find us detailed on our website: www.swain-house.com

Arrival & Car Parking Facilities

- Swain Street public car park is 30m away from Swain House. It is a pay and display car park and a ticket is required from 9.00am-6.00pm after which it is free. You can buy a ticket after 6.00pm that will commence at 9.00am the next day
- Blue badge holders are entitled to 1 extra hour of free parking in addition to the time allowed following payment of the appropriate minimum parking charge. Disabled Badges should be displayed where it can be clearly read through the windscreen of the vehicle. The front of the badge should face upwards, showing the wheelchair symbol or the hologram (new type badges). All badges do have the wording "Display this side up"
- The entrance has a small step (approx 10cm). The rear entrance is accessed via an alleyway which is uneven and cobbled with pebbles
- There is no ramp access at Swain House
- Swain House offers assistance with luggage and if you call on arrival in Swain Street car park we will come and carry your luggage to your room



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Public Areas

- The front and back doors both lead to Sitting Room/Dining Room, all of which are on the ground floor
- The ground floor is slightly uneven as the floor is made up of flagstones
- The first and second floors are carpeted throughout
- Swain House does not have a lift to the first floor or second floor
- There is a public unisex WC (cloakroom) on the ground floor with no steps and with one door for entry the door's width is 68cm
- The fire alarm system is sonic and does have small flashing LED lights. Assistance will be given if evacuation is necessary
- The exit route is the staircase which will be lit with emergency lights in the event of a fire
- In the unlikely event of a fire alarm please leave the property immediately and assemble in Swain Street car park
- Swain House is no smoking throughout
- Swain House operates a no pet policy. Guide dogs only
- Swain House does not have put up/cot beds for children in the rooms, if you have children over 12 we can arrange for you to have rooms next to each other—these are not interlinked. Please note, unfortunately Swain House isn't suitable for children

Dining Room/Sitting Room

- All bar drinks are served in the public rooms with full waiter service.
- Moveable seating throughout
- All dining chairs are without arms
- The lounge area is made up of a large single armchair and a chaise sofa with low level, small coffee tables
- If you have any dietary requirements please let us know in advance so we can make arrangements for you. Please note nuts have been prepared in our kitchen

Bedrooms

- The first floor accessible only by stairs. There are 14 steps to the first floor, each step is approximately 20cm
- The second floor accessible only by stairs. There are 27 steps to the second floor, each step is approximately 20cm
- Swain House does not have adapted bathrooms
- All rooms are identical in their make up of large roll top slipper baths and large walk in showers



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Additional Notes:

As a high quality B&B we are committed to providing an exceptional level of customer service. Whilst the physical limitations of the existing building may impose some constraints on what Swain House is able to do, we fully intend to comply with current regulations and good practice.

WiFi is available free of charge throughout Swain House and the password available to guests.

The nature and age of the Victorian building means it is impossible to make access to upper floor bedrooms accessible without stairs.

If you require any further information relating to accessibility of Swain House, please do not hesitate to contact us by phone, on: **01984 631038** or email: **stay@swain-house.com** or of course in person and we will do our best to help.