

# Access Statement for Green Gables Hotel

## Introduction

Green Gables Hotel is a family run business situated in a quiet residential area of Scarborough, located at the top of a small hill overlooking a public park with a children's play area.

We have 24 En-suite rooms, 23 with a bathroom and one with a shower, offering Twins, Doubles and Family Rooms.

Also in the Hotel there are 20 Self Catering Flats offering either 1 or 2 bedrooms, a kitchen, bathroom, and lounge. All guests are welcome to use our indoor facilities including Swimming Pool, Games Room, Billiards (Snooker) Room and Licensed Bar.

## Pre-arrival

- For assistance prior to arrival please contact us on (01723) 361005.
- The train station is located at the top of Scarborough Town Centre, it takes around 20 minutes to walk there (10 minute drive).
- There is a bus stop a 5 minute walk away from the Hotel, with a regular bus service which will take you into the town centre (all buses in Scarborough are accessible).
- We have details of some companies that have accessible Taxis, please contact us for further details.
- You can contact the Hotel by phone:(01723) 361005, Email: [info@greengables Scarborough.co.uk](mailto:info@greengables Scarborough.co.uk),  
Fax: (01723) 503563 or in person. Please be aware that although there is usually someone on the premises 24 hours, response to Emails and Faxes may only be between the hours of 9am and 9pm.

## Arrival & Car Parking Facilities

- We have two car parks, one to the rear of the Hotel, which can be reached via Springhill Road and one at the front, which can be reached via West Bank. The front Car park can hold approximately 11 Cars at one time. The Car Park to the rear is slightly larger holding approximately 16 cars; we also inform guests that they are welcome to park down Springhill Road next to the Hotel if the car parks are full.

- We would be happy to reserve spaces nearest the entrance to the hotel to help with specific needs, although we would need sufficient warning to be able to guarantee this.
- The Car Park at the rear of the Hotel has a ramp which leads to the side door of the building; we would advise anybody who has difficulty with stairs to use this door.
- Both Car Parks are well lit once Dark.
- The front Car Park is on level Ground with one step into the porch way where a further 3 stairs, with a handrail, will take you into the Hotel.

### **Main Entrance, Reception**

- The side door, although not a main entrance into the Hotel is more accessible than the Front entrance.
- There is no music playing in the main entrance area.
- There is an average amount of lighting around the Reception area; more lights would be used as the sun goes down.
- Although only one room key is given out when you check in, you can usually get a second from reception at any point during your stay.
- If entering the main Building via the Front Entrance, you will find the Reception on your left and on your right, a large public seating area.
- There is someone on the premises 24 hours a day but they might not always be at reception so if you require assistance, please press the bell above the desk.

### **Public Areas – Hall, Stairs, Landing, Corridors**

- We have one lift that will take you from ground floor to third floor if needed. It tells you at a medium volume which floor you are on before the doors open.
- Each button inside the lift has a Braille option.
- There are four floors that the guests have access to; the Ground floor is where you will find: Swimming Pool, Games Room, Billiards (Snooker) Room, Licensed Bar and Dining Room. On the First floor you will find: Bedrooms 1-18, Laundry Room and Flats P, X, Z. On the Second floor you will find Bedrooms 20-27 and Flats J, K, L, M, Q, R, S, U. On the

**Third floor you will find two rubbish areas for the use of the Self – Catering Flats and Flats A, B, C, D, E, F, G, H, I.**

- **To get into Flat L on the Second Floor you will have to go down 5 steps off the main corridor. In Flats C and D there about 3-4 steps into the lounge area. In Flat Z there are 1-2 steps, whereas all other Flats are on a level ground.**
- **There are three main Staircases which will take you to all three floors.**
- **All corridors are on level ground but on the First and Second floor there is one small step as you go through a fire door. This is near room 4 and near room 23.**
- **Well behaved dogs are allowed to stay in the bedrooms but not in the self – catering flats, although certain exceptions may be made.**
- **Guide dogs are allowed in all public areas of the Hotel but must remain on a lead at all times.**
- **There are many fire doors in the Hotel for obvious reasons; most of these doors have large glass panels, which are reinforced with wire. All fire doors are clearly marked.**

### **Public WCs**

- **On the Ground floor of the Hotel there are 2 Sets of Gentlemen's Toilets and 2 sets of Ladies toilets there is also one disabled toilet.**

### **Leisure Facilities**

- **The Swimming pool is open for the use of our guests from 8am – 10pm.**
- **The swimming pool is 1.1m (3'6ft) at the shallow end and 2.1m (6'9ft) at the deep end.**
- **The Games Room has two Tables Tennis Tables (collect balls from reception 50p each), a Football Table (50p a Game) and a Pool Table (50p a game).**
- **The Games Room is on level ground, close to the lift, Licensed Bar and Billiards (Snooker) Room.**
- **The Billiards (Snooker) Room has a full sized snooker Table (50p for 20 minutes) and a large amount of seating including 4 wooden benches and 21 chairs.**

### **Additional Information**

- **There are two members of staff that have a Level one qualification in British Sign Language.**

- **Although dogs are allowed in the Hotel we do not provide anything for them.**
- **It is against the law to smoke inside the Hotel; there are no designated smoking areas outside. We have ashtrays on the wall outside the main and side entrance.**
- **WE have a fridge in one of our kitchens which guests are welcome to use to store medication or special food etc.**

### **Contact Information**

**Address: Green Gables Hotel  
West Bank  
Scarborough  
YO12 4DX**

**Telephone: 01723 361005**

**Fax: 01723 503563**

**Email: [info@greengablesscarborough.co.uk](mailto:info@greengablesscarborough.co.uk)**

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

### **Future Plans**

**We are in the process of developing our en-suite facilities; our aim is to install more showers to replace a number of en-suite Bathrooms.**

### **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve, if you have any comments please phone 01723 361005 or email [info@greengablesscarborough.co.uk](mailto:info@greengablesscarborough.co.uk)**