

Access Statement for The Guesthouse East

Introduction

The Guesthouse East contains six suites with flexible accommodation including kitchens, ideal for those not happy to use public dining facilities. Dietary needs are catered for and self catering/or breakfast packs are on offer. There is parking on the road outside and we are on hand to help guests unable to cope with stairs. We are very close to local public transport, and Eastbourne's Shopmobility scheme is award winning.

Pre-Arrival

Phone & email is our first point of contact.

Website accessibility The main PAS 78 is developed by us and tested maintained by our website engineer. Fonts and colours can be changed. The rest is down to the software the person is using to view the page, for instance viewing your site in Lynx won't show pictures etc. This access statement is available on our website.

Timetables and other information about public transport and routes, buses, trains etc are available on request, and further details and links are set out below, and on our website. We are on Google maps and multi map references are also available on our website.

We are centrally located in Eastbourne, and walking distance from Eastbourne train station (less than seven minutes from the Guesthouse), please ask for details. Buses are available to transport you around the town and to Brighton, Seaford etc... Seasonal transport is close by that will take you to attractions such as Beachy Head. Details are available in our brochure and in the dining room leaflet box.

Laundry: If you are here for a longer stay we have a local laundry service available. For a small fee, washing can be taken and returned dry and folded.

Shopping: We can accept orders done on online from supermarkets, such as Tesco. We have free wireless internet throughout the building.

The award winning [Eastbourne Shopmobility](#) is a registered charity which provides manual and powered wheelchairs and scooters to customers with limited mobility. There is no reason why you cannot enjoy the benefits of the Arndale Centre, the town centre or even the seafront! Please pre-book on 01323 439585 or just call into the office for more details. The office is located adjacent to the main doors by the mall entrance to Marks & Spencer.

- Opening times:
- Monday - Friday inclusive
- 9.00am - 4.30pm
- Saturday
- 9.00am - 5.00pm
- Wheelchairs and scooters are available for hire from the following outlets.
- Eastbourne Shopmobility
Eastbourne Arndale Shopping Centre
Terminus Road
Eastbourne
Telephone: 01323 439585

You can hire manual wheelchairs, powered wheelchairs and powered scooters

Mobility Hire
149 Tideswell Road
Eastbourne
Telephone: 01323 721223

You can hire transit chairs, self-propelled chairs and scooters:

British Red Cross Centre (Monday to Friday 07.00 to 12.00)
Unit 1 Glennys Estate
Latimer Road
Eastbourne, BN22 7ET
Telephone: 01323 732471

Southern Mobility Centre
Mobility House
2A Cavendish Avenue
Eastbourne, BN22 8BN

Telephone: 01323 645067
Fax: 01323 649988
E-mail: mail@southernmobility.com

Hire, sales and repair of wheelchairs, scooters and buggies.

Weald Mobility & Care Centre
330 Seaside
Eastbourne

Telephone: 01323 431455
Email: info@wealdmobility.co.uk

Hire of electric scooters and manual wheelchairs. Sales and repairs of electric scooters, manual and electric wheelchairs.

Proctor Health Care
8-9 Station Parade
Eastbourne BN21 1BE
Telephone: 01323 417508
Fax: 01323 410154
Email: carecentre@proctors.co.uk

Public Wheelchair Toilet Locations

- * Arndale Centre (3 cubicles), central square (3 cubicles), central square
- * Archery - Churchdale Road (Between Ladies and Gents Public Conveniences at the junction with Seaside)
- * Bandstand (2 cubicles), upper prom
- * Bandstand (1 cubicle) lower prom
- * Beachy Head car park
- * Brassey Avenue (next to Gents Public Convenience)
- * Coach Station, Junction Road
- * Devonshire Park (2 cubicles but only open during events)
- * Congress car park, adjacent to steps to upper car park
- * Fishermans Green, east of The Fisherman's Club
- * Hampden Park, beside tea chalet

- * Helen Gardens, at rear of pavilion on east side
 - * Holywell, lower promenade
 - * Hyde Gardens, by Tourist Information Centre
 - * Langney Point car park, access from promenade
 - * Langney Shopping Centre car park, access from car park on north side
 - * Pier Lower promenade
 - * Princes Park, adjacent to cafe
 - * Railway Station on concourse
 - * Redoubt attached to bowling pavilion, access also from Treasure Island car park
- *Sadly the seafront toilets may have to be locked from 9pm to 8am due to misuse of the toilets.*

- **Accessible taxis Eastbourne and Country** are committed to providing a first class Taxi service to the community. Purpose-built wheelchair accessible vehicles are fully tested and licensed by Eastbourne Borough Council, and are designed to provide safe and economical travel. Some vehicles are designed to carry two wheelchairs.

They are available for all local and long distance journeys.

For immediate bookings please call **01323 720720**. For advance bookings call Alison on (01323) 417555.

Our accommodation is most suitable for accompanied guests with mobility impairment / visual / hearing impairment.

Arrival & Car Parking Facilities

Parking is on the road outside our property. There are metres, but please ask us for a hotel visitor voucher, which costs £1 per day. The voucher can be used for one day and is valid until 11am the following day and are required Monday-Saturday inclusive. The issue of a Hotel Visitor Permit does not guarantee the holder a space to park. However, spaces are usually available.

If you require assistance from your car to the house, please do ask. We have seven steps up to the front door.

Our telephone number is displayed on our sign. If you require help please do call.

We have a large sign, clearly displaying the name of our premises.

The road is lit with street lighting.

Main Entrance

There is an alternative entrance at the back of the house (via back alley) however, the most accessible is at the front.

As stated there are seven steps, which are not very high, and there is also a railing. Wheelchairs etc would need to be carried and Carl is happy to help you.

If you require a pad and pen, please let us know and we will provide one on arrival.

Additional keys to rooms and facilities are available on request.

Seating is available in the reception/entrance.

We are happy to provide a familiarisation tour or escorted visit, before you book, or on arrival.

The main entrance is a wide Victorian door, and accessed with a key.

Non-slip doormats are provided.

Opening times are flexible as guests are given their own keys (and we live on the premises).

A Victorian wooden bannister is provided all the way up the stairs.

The floor is laminate flooring and level throughout the entrance.

The stairs to our suites can be challenging. Please ask on booking.

Public Areas - Hall, Stairs, Landing, Corridors

There are three floors above ground level. Landings on the first and second floor are spacious and airy with plenty of room to manoeuvre. The top floor has a fire-door which opens to two rooms (5 and 6). All suites have kitchens and ensuite bathrooms and rooms are very spacious. The stairs are carpeted and well lit.

Please note that there are 60 steps in total to the top floor.

A public WC is available on the ground/entry level floor, but is not suitable for wheelchair access.

Public Areas - dining room, lobbies etc

On the ground/entry level floor there is a dining room and WC. The dining room is accessed through a wide door, the flooring is even, laminated wooden flooring, The WC details are stated above. We also offer breakfast to go, which can be brought to your room.

Public WCs

A public WC is available on the ground/entry level floor, but is not suitable for wheelchair access.

Bedrooms & Sleeping Areas

The fire alarm is very loud. If we are on the premises we will alert you and ensure you are evacuated

Routes out of rooms are unobstructed.

Lighting is provided by a main light and there are additional bedside lamps and standard lamps.

Beds vary depending on the suite. Some are fixed kingsize beds. Some are zip-link and can be singles or kingsize.

Kettles, fridges, microwaves are available in all rooms.

Pillows/bedding are non feather, non-allergenic.

The hotel is pet-free and strictly no smoking.

TVs have a remote control and teletext.

A baby changing mat is available on request.

Bathroom, shower-room & WC

All rooms have spacious ensuite bath or shower rooms. On the first floor there are baths with showers overhead. On floors two and three (rooms 3,4,5,6) there are large spacious showers. The flooring is non slip and bath mats are provided. The shower is easy to control with a twist/turn manual control. The baths are standard size.

Self-Catering Kitchen

- All suites contain small kitchens.
- In rooms 1, 3, and 4 the kitchens are narrow galley style kitchenettes. In room 2, 5 and 6, the kitchens have tables and chairs and are a good size.
- The kitchens are off the bedrooms and are fitted with sounders/smoke alarms.
- The equipment includes an undercounter fridge
- A 2-ring electric hob is at waist level, and there is a microwave on the worktop.
- Taps are twist/turn and hot water can take some time to come through on the top floor - so be patient.
- Work surfaces are black standard kitchen surfaces.
- There is a tray and drain board in each room.
- The storage for crockery/cookware is at eye level.

Additional Information

The Guesthouse East was renovated in 2004. As it is a Grade II-listed building in a conservation area there were limitations in providing access. The stairwell is central to the building, which is terraced, and a lift installation was not an option.

We continually educate ourselves and attend regular courses held by Tourism South East, Business Link etc.

Evacuation procedures are detailed in all the rooms and there are signs indicating clear escape routes. The Guesthouse East is strictly no smoking and we have a fire system in operation.

Address: 13 Hartington Place, Eastbourne, BN21 3BS

Telephone: 44 (0)1323 722774

Emergency: 44 (0)7841577366

Fax: 44 (0)1323 700020

Email: book@theguesthouseeast.co.uk

Website: www.theguesthouseeast.co.uk

Hours of operation: We are based at the premises and endeavour to be flexible. However we have a general policy of arrival after 4pm, check out at 10.30am. We are contactable between the hours of 8am and 9pm. And can be contacted in an emergency at any time.

Emergency number: 01323 722774

Local equipment hire companies: See above

LOCAL PUBLIC TRANSPORT

Local Bus Services

Local bus services are operated by Eastbourne Buses (<http://www.eastbournebuses.co.uk/>). For fares and timetable information go to their website.

Local Train Services

For national rail timetable enquiries please visit the National Rail Enquiry Service website or phone 0845 7484950. For special needs and disabled assistance phone 0845 1237770.

A Dotto Train service also runs along Eastbourne during the summer months. And an open top bus up to Beachy Head.

One-day Downland Travel Card

Southern Railway now offers a one-day travel card for travelling

across the South and South East using the major local bus and train services. This includes all major towns such as Eastbourne.

There are two types of ticket: the South Coast Downlander and the All Network Downlander.

Further information about Public Transport

Further information and advice about public transport is available from East Sussex County Council.

Traveline provides timetable information for bus journeys and for combined bus and rail journeys phone:
0871 200 22 33.

Using public transport reduces traffic congestion and unhealthy air pollution not just for short journeys in town but also when visiting the countryside. The local Take the Bus for a Walk scheme offers Bus Walk leaflets available from local tourist information centres and other outlets.

Local accessible taxi numbers: See above: 01323 720720

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01323 722774

Edited: November 2014