

# **Access Statement for**

## **The Old Lodge**

**Old Maltongate**

**Malton**

**North Yorkshire**

**YO17 7EG**

**23/6/08**

## **Access Statement, The Old Lodge, Malton**

### **Introduction**

**The Old Lodge is a stunning Tudor building, originally built in 1604, which has been sensitively renovated and now functions as a 20 bedroom Guest Accommodation facility. Because of its age, the building is fairly quirky, yet has good access, and the staff are well trained and keen to extend a warm welcome to all visitors.**

**We are open for tea and coffee all day, and we have a Restaurant and a Bar, which serves a good range of Bar snacks. We also have conference facilities and beautiful gardens which enables us to offer a beautiful Wedding venue to our customers.**

### **Pre-arrival**

**You may contact us by email, fax or telephone, and we have a comprehensive website, with full details of all of our bedrooms, including facilities and accessibility.**

**Our staff are happy to verbally describe any information that is available anywhere within the Lodge or on the website, e.g. menus, website, directions etc.**

**Malton has a good public transport network. The bus and train stations are each about 5-10 minutes walk away, and there are a number of local taxi firms, some of which offer accessible taxi services. This information can be supplied by the staff at the Lodge.**

**Malton town centre is around 5 minutes walk away, and has a wide range of shops and retail outlets, including a cinema, and a number of pubs and cafes.**

**We have one bedroom with full disabled access at the Lodge, however many other bedrooms offer good access to guests with reduced mobility.**

**We offer a special 'do not disturb' style door hanging card facility for hearing impaired guests, which alerts our staff that we have a hearing impaired guest should the Lodge need to be evacuated.**

## **Arrival and Car Parking facilities**

The Lodge has a large flat car park, with a disabled and single female residential guest section for around four to six cars located right outside the front door. The area of the Car Park outside the front door is well lit. There are no barriers or speed bumps, and the Car Park is not marked with car parking spaces.

The main body of the Car Park is gravel, which can be difficult to negotiate for guests with reduced mobility, however there is a paved path that runs around the outside of the building, and it is possible to park so that you can step directly onto the path.

Staff are happy to assist guests into the Lodge, and all guests are offered assistance with luggage.

Well behaved dogs are permitted at the Lodge, especially in the extensive gardens to the rear. Guide dogs are most welcome, and staff will be happy to provide bedding, water, walking service and food if requested in advance.

## **Main Entrance and Reception**

There is one small step down into the Entrance Foyer (about 2-3 inches), however we have a removable ramp that is stored behind the front door at all times. The door is 3 feet wide, and opens into the Reception (Push)

Once inside, all of the downstairs is on one level, and the lighting is good throughout.

The Entrance desk is immediately in front of you, and it has a low area for seated guests to complete registration forms if required. Staff can turn down music throughout the Lodge, and pens and paper are available on request.

Staff will assist with completing registration forms and orientation tours if necessary.

Seating of various types is available in reception.

There is an entrance to the Bar directly in front of you, past the Reception desk, and an entrance to the 'Snug' area to your right. The toilets and main dining area are past the Reception desk and to your left.

Immediately to your right as you enter the Foyer are the stairs leading up to the rooms.

There are no rugs or other trip hazards, but there are some slightly uneven surfaces at the entrance to the Bar and also the entrance to the Ceremonies Room, because of the age of the floors.

## **Public Areas - General (Internal)**

The main Restaurant is downstairs, as is the 'Snug', the Bar and the Ceremonies Room. Some of the doorways are 2ft 6inches wide, and this is difficult to remedy, because the building is Grade 2 star listed. There is a public telephone in Reception, and assistance will be given with making calls if requested.

A range of seating is provided throughout the building, and if you like a particular chair the staff will be happy to move it to wherever you wish to sit.

There is a short pile carpet laid throughout the ground floor, except in the Ceremonies room, which is stone, and the Bar which is part wood floor and part carpet.

All doors are solid, and held open with fire alarm sensitive devices. Baby changing facilities are available, and good provision for dogs is available (please request when booking or on arrival)

Good, access is available to the Garden through the Bar or the Ceremonies room.

## **Public areas - WC**

The toilets are situated through reception, the ladies on the left, and the gents on the right.

The toilet doors are 2foot 6 wide, and although the toilets do not have full disabled access they are all on one level, spacious and equipped with grab rails.

There is a waist high baby changing facility in the Ladies' toilet.

## **Restaurant/Dining Room, Bar, Lounges, Take away and Café**

The main restaurant, and second restaurant (the Snug) and also the Private Dining Room/Ceremonies Room are all situated on the ground floor, and are all on one level, with no steps.

All of our tables can easily accommodate a wheelchair (please state when booking), and there is a selection of seating which can be moved around as necessary.

There is good lighting available throughout.

Our menus are written in an easy to read font, and staff are happy to read them to you on request.

We have two pairs of spectacles to loan to guests if they have forgotten theirs!

Special diets can be catered for on request, and orders are taken and food served by wait staff.

Background music can be turned off on request.

**Laundry service: Laundry/dry cleaning service available on request.**

### **Shop**

**Some items are for sale within the Lodge. Our jams can be purchased at the Bar, and so can Old Lodge coffee mugs. There is a stand situated outside the Restaurant displaying a selection of hats, bags and jewellery for sale.**

**Other small items such as toothbrushes and shoe shine kits are available from reception– details can be found in our room packs.**

**Leisure Facilities and Outdoor facilities not available**

**Not available**

### **Conference etc**

**We have a Boardroom on the top floor of the Lodge, which is up four flights of narrow stairs.**

**We are also able to hold conferences and meetings for up to 70 people in our Ceremonies Room, Snug and/or Restaurant, which are all on the ground floor.**

## **Bedrooms:**

**We have one double disabled bedroom, Room 11, with a 3 foot doorway and disabled toilet. It is necessary for guests with impaired mobility to go out of the Lodge to access this bedroom, as the disabled entrance to this room is from the Car Park, but the access from the entrance of the bedroom to the entrance foyer is good.**

**Room 10 is opposite room 11, and this double room is also only accessible by clients with impaired mobility from the Car Park.**

**Although not classified as a disabled room, it has good access for guests with reduced mobility, or visual impairment, as it is on one level, with no steps.**

**Room 1 is a double room that is accessible for guests with reduced mobility or visual impairment. It is accessible only from the Car Park, and is all on one level, with no steps, but has a standard size doorway.**

**Room 2 is a double room that may be suitable for some guests with reduced mobility, as it is on the ground floor, but there are four normal sized steps from the bedroom into the bathroom.**

**All beds are divan style, and of up to date décor in approximately cream, gold or beige colour tones.**

**The remainder of our rooms are up at least one flight of stairs. Some of the stairs are narrow and of unusual sizes or depth, due to the age of the building. We have special door hangars for guests with hearing impairment, should it be necessary to evacuate.**

**All our rooms have flat screen TV and DVD player, and we have a small selection of DVDs available to borrow.**

**Information about all our bedrooms is available on our website.**

**All rooms have domestic kettles and room service is available. Guide dogs and well behaved pets are welcome. All bedrooms are en-suite.**

## **Grounds and Gardens**

**To the rear of the Lodge we have a large, very well maintained, relatively flat garden, the most part of which is lawn. There are many huge and ancient trees in the garden.**

**The garden is accessible from the Bar, the Ceremonies room, the Restaurant or from the Car Park**

**There are no steps or ramps that must be negotiated.**

**There is a selection of garden furniture in the garden, and a flagged patio area immediately outside the door that exits from the Bar area.**

**Meals may be eaten in the Garden if guests wish.**

**A newly made park area, called Castle Gardens is accessible from the far end of our lawn. There are seats strategically located around the garden to allow guests to take rests when exploring.**

**Our grounds are a national monument, so we are not allowed to dig into the ground at all.**

### **Additional information**

**Our staff have undergone Welcome Host, plus our own in house staff training program.**

**Malton is an established Market Town with a relatively high population of older people, so we are very pleased to say that as well as our younger guests we are also able to meet the needs of our older clients.**

**We have good mobile phone coverage throughout the Lodge, and we also offer a free open access wireless internet service.**

**We are happy to accommodate service dogs, and if you require any assistance of any kind we will help if we can.**

### **Future plans**

**Having just completed an extensive program of redecoration and refurbishment we are awaiting customer feedback before deciding what to do next!**

### **Contact**

**01653 690570**

**Grid coordinates are OS X = 478860 OS Y = 471720**

**Lat/Long (WGS84) N54:08:07 (54.135283) WO:47:40 (-0.794527)**

**Local Taxis with disabled access are:**

**Station Taxis 01653 696969**

**Ryedale 01653 600030**

**121 Taxis 01653 690121**

**Carers:**

**Ryedale Domiciliary Services**

**Flat 5, 76 Castlegate Malton North Yorkshire YO17 7DZ**

**Tel 01653 698 504**

**Derwent Carers**

**Rywep House 43 Parliament Street Norton Malton N. Yorks YO17 9HE**

**Tel 01653 695549**

**Carewatch (North and East Riding of Yorkshire)**

**Ryedale Area Office 39 Yorkersgate Malton North Yorkshire YO17 7AA**

**Local transport numbers:**

**Coastliner 01653 692 556 [enquire@coastliner.co.uk](mailto:enquire@coastliner.co.uk)**

**Malton Train Station <http://www.nationalrail.co.uk/mlt/details.html>**