

## **Access Statement for Mont-Clare Guest House, York**

### **Introduction**

Our home is a Victorian terrace property situated in a small cul-de-sac making it a quiet location. We have seven en-suite rooms spread over two floors and all are accessed by one fairly steep flight of stairs and some by two flights. Due to the period style of the house access may be difficult for people with limited mobility and the stairs make it unsuitable for wheelchair users.

### **Pre-Arrival**

- The Railway Station is about a fifteen minute walk or a few minutes by taxi. There is a taxi rank just as you leave/enter the Station building.
- We have our own private car park to the rear of the house.
- The local open top tour buses stop at the end of our road.
- Some local buses can be accessed at the end of the road and those wishing to travel further afield can get a variety of buses from outside the Railway Station.
- We are always happy to arrange a taxi from one of the many local companies should you require one during your stay.
- Our Website [www.mont-clare.co.uk](http://www.mont-clare.co.uk) provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, post, fax or email. Please see the "Contact Information" section of this document for full details.

### **Arrival & Car Parking Facilities**

- Upon booking a room we always ask your mode of transport ie car/train/bus so we can allot a space in the car park if required and an arrival time so we can ensure we are here to greet you.
- We endeavour to be as flexible as possible with regard to arrival times but we do request arrival is no earlier than 10am and no later than 10pm unless by special arrangement. This is to minimise disturbance to our other guests.
- If you arrive before lunchtime and your room is not ready then we are happy for you to park your car, check in and leave your luggage with us so you are free to enjoy your day. You will be given your key so you can gain access on your return and your luggage will be waiting for you in your room.
- We ask you to arrive at the front of the building and ring the doorbell on the right door frame to gain entry.
- If you are travelling by car we will unload your luggage and any passengers at the front and we will then guide you to the car park which is located at the rear of the property.
- The car park to the rear is tarmac and is equipped with security lighting and CCTV.
- Upon arrival the driver will be brought into the building via the rear door where there are two steps into the building being 5.5 inches and 4 inches respectively. During your stay access to the car park will be from the front of the building and via the tarmac lane to the side and rear of the building.
- We are happy to provide assistance with your luggage.

## **Main Entrance & Reception**

- To the front of the property there is a tarmac footpath.
- There are two steps onto the front patio of 2 inches and 5.5 inches respectively.
- The patio leading to the front door is smooth paving slabs.
- There is 24 hour lighting at the front of the building.
- The inner door is the point of access during daylight hours and is always locked.
- After registration all guests are issued with a key to access this door.
- The outer front door is closed during the late evening/night and guests are given a code to access this door.
- The main hallway is approximately 11 feet and 4 inches long and 3 feet and 4 inches wide.
- From the main hallway the Guests' Lounge/Dining Room is located to the left hand side and up one step of approximately 6 inches.
- The door into this room is approximately 21 inches wide.
- Both the main hallway and Guests' Lounge/Dining Room are carpeted.
- Upon arrival guests are shown into our Guests' Lounge where they can relax whilst completing a registration form.
- Once this is completed guests are offered a map and advice/information relating to York if required.
- Guests are then shown to their rooms and all facilities are explained.

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

- In the main hallway there is a door marked "Private" on the right hand side at the bottom of the main staircase which is where the owners can be located if required. There is a doorbell on the door frame.
- There are two separate staircases in the property both of which are carpeted.
- The main staircase comprises 14 stairs of approximately 8 inches per step to a partial landing then one more step round to the right. Rooms 2 and 3 are located on this floor.
- There is then a second flight of stairs comprising 13 stairs of approximately 8 inches and then one step of approximately 10 inches. The last three steps turn to the right. Rooms 4, 5 and 9 are located on this floor.
- The second staircase from the ground floor to the first floor is accessed via a door from the Guests' Lounge/Dining Room. This flight of stairs comprises 14 stairs of approximately 8 inches per step to a partial landing then one more step round to the right. Rooms 6 and 7 are located on this floor.
- All staircases have handrails to both sides.
- The house is centrally heated throughout but each room is independently controlled and can be adjusted as required.
- The house is WiFi enabled so guests can use any personal computer equipment which they may have with them. A code will be supplied to enable access.
- There is an iron and trouser press for the use of our guests.

## **Public Areas - WC**

- There is a public WC on the first floor accessed by one flight of 14 stairs (approximately 8 inches per step). This is located on the first floor of the main staircase.
- The WC has a tiled floor and wash hand basin.

## **Dining Room/Guests' Lounge**

- The Guests are welcome to use the Guests' Lounge during their stay.
- There are a wide range of maps and leaflets available in the main hallway and Guests' Lounge.
- There are also various magazines and books available for guests to read during their stay and these are located in the Guests' Lounge.
- There is also a computer with internet access in the Guests' Lounge for the use of our guests during their stay.
- Breakfast is served in the dining room.
- Menus can be supplied in large print if required - please ask.

## **Bedrooms**

- All bedrooms are carpeted.
- All rooms are centrally heated with individual thermostat controls on each radiator.
- All rooms have en-suite facilities consisting of shower, WC and wash basin. All showers are the "step-in" variety with a step of approximately 10in.
- All bathrooms have laminate flooring except Rooms 5 and 6. Room 5 has a tiled floor and Room 6 is carpeted.
- All bathrooms have a supply of complimentary toiletries and fresh towels are provided daily.
- All rooms have a fan for use in hot weather.
- All rooms have a refreshments tray containing tea, coffee, water, hot chocolate and biscuits. This is replenished daily.
- All rooms have a hairdryer, shoe cleaning kit, sewing kit and clothes brush.
- All rooms have a wall mounted flat screen TV with teletext and Freeview.
- All rooms have two touch sensitive bedside lamps.
- All rooms have wardrobe and drawer storage space.
- Most rooms have at least one comfortable chair and a small occasional table.
- Our beds are made up with cotton sheets, blankets and a bedspread. Extra pillow and blankets are available in each room. All pillows are synthetic.
- Each bedroom has a Tourist Information folder and a Guest Information folder. The Guest Information folder supplies further information about the house and surrounding area which we feel may be of use to our guests.
- Please note bedrooms 1 and 8 are private rooms.

## **Bedroom 2**

- Bedroom 2 is situated on the left side of the first floor landing accessed by one flight of stairs on the main staircase.
- The room is at the back of the building.
- The room contains a standard 4ft 6in iron framed double bed with access from both sides.

## **Bedroom 3**

- Bedroom 3 is at the end of the first floor landing accessed by one flight of stairs on the main staircase.
- The room is at the front of the building.

- The room contains either two 3ft single beds or one 6ft super king size bed.
- The super king size bed can be accessed from both sides.
- When used as a twin room then one bed can be accessed from both sides and the other bed accessed from one side only.

#### **Bedroom 4**

- Bedroom 4 is situated on the left side of the second floor landing accessed by two flights of stairs on the main staircase.
- The room is at the back of the building.
- The room contains a standard 4ft 6in iron framed double bed with access from both sides.

#### **Bedroom 5**

- Bedroom 5 is at the end of the second floor landing accessed by two flights of stairs on the main staircase.
- The room is at the front of the building.
- The room contains a standard 4ft 6in wooden framed double bed with access from both sides.
- The room also contains a standard 3ft wooden framed single bed which can be accessed from one side.

#### **Bedroom 9**

- Bedroom 9 is round the corner at the end of the second floor landing accessed by two flights of stairs on the main staircase.
- The room is at the front of the building.
- The room contains two standard 4ft 6in iron framed double beds. One bed can be accessed from both sides and the other bed can only be accessed from one side.

#### **Bedroom 6**

- Bedroom 6 is situated on the left side of the first floor landing accessed by one flight of stairs on the second staircase.
- The room is at the back of the building.
- The room contains a standard 4ft 6in iron framed double bed with access from both sides.

#### **Bedroom 7**

- Bedroom 7 is at the end of the first floor landing accessed by one flight of stairs on the second staircase.
- The room is at the front of the building.
- The room contains a 4ft 6in wooden four poster bed with access from both sides.

#### **Laundry**

Laundry facilities are not available on the premises but there is a launderette within a 10 minute walking distance. Haxby Road Launderette, 124 Haxby Road, York. Telephone: 01904 623379

## **Shop**

The nearest shops are situated on the main road called Gillygate which is at the end of our cul-de-sac. There are a wide range of shops within a five minute walk.

## **Grounds and Gardens**

- There is an enclosed patio to the front of the building with potted plants/shrubbery.
- Our guests are most welcome to use this area during their stay.
- There are two benches for our guests' use during their stay.
- There is a wall mounted ash tray located at the end of the patio for the use of our guests.

## **Additional Information**

- There are fire extinguishers on the ground floor at the bottom of the second staircase, one on the first floor landing of each staircase and one on the second floor landing of the main staircase.
  - All rooms have heat/smoke detectors fitted which are connected to the main fire alarm system.
  - In the event of a fire the fire alarm will sound continuously around the building. Please advise us when checking in if you are likely to need assistance in this kind of emergency (ie if you have a hearing impairment or disability).
  - Should an evacuation be necessary then everyone can access both staircases.
  - The building should be evacuated via the front door but if required there is an emergency exit via the dining room and the kitchen through the back door into the car park.
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- Sorry but we cannot accommodate pets.
  - We accept children over 5 years of age.
  - Smoking is not permitted in the Guest House.
  - We are happy to refrigerate any medication.
  - Mobile phone reception is generally good in the building.

## **Contact Information**

Address: Mont-Clare Guest House, 32/33 Claremont Terrace, Gillygate, York, YO31 7EJ  
Telephone: 01904 651011  
Fax: 01904 626773  
Email: [info@mont-clare.co.uk](mailto:info@mont-clare.co.uk)  
Website: [www.mont-clare.co.uk](http://www.mont-clare.co.uk)  
Hours of operation: We are open all year except for Christmas. We do also take leave at various times during the year.

## **Future Plans**

- We moved into the Guest House in December 2006 since which time we have been carrying out a programme of renovation works. We have renovated 3 rooms

to date and the other 4 are due for renovation together with the hall, stairs and landing during 2009/10.

- The bathroom in room 6 will also have a new sink and laminate flooring installed during 2009.

**We welcome your feedback to help us continuously improve if you have any comments please phone or email**

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