

# Accessibility Guide for Jemima Puddleduck Cottage

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### Welcome

Jemima Puddleduck sleeps 6 and is comprised of 1 master bedroom on the ground floor with ensuite, a further double bedroom on the second floor a bunk room and family bathroom all on the same floor.  An open plan kitchen/dining room and lounge are all on the 1st floor.  A private raised wooden decking (with patio furniture) is accessed via 3 steps from the lounge on the 1st floor with further steps down from the decking to the general gardens and additional private patio with private hot tub and patio furniture.

## At a Glance

###  Level Access

* There is level access from the main entrance to:
	+ All Shared Gardens
	+ Children's Farm

###  Access with steps

* There are steps from the main entrance to:
	+ Main Reception
	+ Guest laundry
	+ Jemima Puddleduck Lounge
	+ Family bathroom on 2nd floor
	+ 2nd floor double bedroom
	+ 2nd floor bunk room
	+ 1st floor private decking
	+ Games room/Play barn

###  Bedrooms

* We have non-allergic bedding.

###  Level access bedrooms

* From the main entrance to the bedroom, there is level access.
* The route to the bedroom is 750mm wide, or more.

###  Hearing

* The (bedroom) TVs have subtitles.
* Some staff have disability awareness training.

###  Visual

* Some parts of the venue have low lighting.
* We have information in large print.

###  General

* Staff are available 24 hours a day.
* Some staff have disability awareness training.
* We have emergency evacuation procedures for disabled visitors.

## Getting here

North Hayne Farm
Bishops Nympton
South Molton
EX36 3QR

####  Travel by public transport

* We benefit from the seclusion of being part of the natural rural landscape of North Devon.  Access to the site is possible by public transport with the addition of a taxi, however, the use of a car whilst not essential would be a better option for travelling around the area.

####  Travel by taxi

* You can get a taxi with South Molton Taxis by calling 01769 573636. The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with A & L Taxis by calling 01769 572169.
* We are always happy to help organise taxis so please speak to us if you require any help.

####  Parking

* There is parking near the venue. The parking is less than 50 metres from the main entrance. Parking is free.
* There is a drop-off point at the main entrance. Guests with limited mobility are able to park their car outside their cottage.  Please be sure to discuss your requirements with us before booking your cottage as we will be able to help provide additional information which may help with your choice of cottage. When you arrive/depart we are happy to help you with your bags should you need assistance.
Please let us know if you wish to order your shopping using an online grocery service and we will put it away in your cottage ready for your arrival.


Access from car parking area

## Arrival

####  Path to main entrance

* The path is sloped.

####  Main entrance

* The door is 730mm wide.
* The main door is side hung and manual.
* When you arrive, we can help carry your luggage.
* Guests with limited mobility are welcome to park their car outside (or near) their cottage.  We will always offer to help with baggage both when you arrive and depart.
We will also put away your online grocery order (please let us know in advance) ready for your arrival.


Putting your online grocery away

## Getting around inside

#### Visual Impairment - General Information

* Some parts of the venue have low lighting.

####  Main Reception

* From the main entrance to reception, there are 6 steps. There is no lift and no ramp.
* You can sit down at reception.
* Our reception has 3 steps to the door where there are 2 door bells, one at 1.2m from ground level (accessible without using steps) and one at 1.4m from the top step.
Once inside there are a further 3 steps before entering the main reception area.
We will be happy to speak to you outside if you are unable to access our reception or we will come to your cottage if you wish to call us on the land line.


Our Main Reception Area

####  Bedrooms

* All bedrooms have windows.
* Bedrooms have ceiling lights, bedside lamps, spot lights and natural daylight.
* Lights are LED and traditional filament. TVs have subtitles.
* All bedrooms are non-smoking.
* We have non-allergic bedding.
* All bedrooms have fitted carpets.
* Please let us know before your arrival if we need to carry out additional cleaning and remove loose furnishings that may cause an allergic reaction.
* We can move the bedroom furniture, to improve accessibility.
* From the main entrance to this area, there is level access.
* We have bathrooms with a separate shower.


Access to ground floor master bedroom and ensuite bathroom


Ground floor master bedroom


Private patio off bedroom with access to hot tub

* We have bathrooms with a bath and overhead shower.

####  Guest laundry

* From the main entrance to the laundry, there are 3 steps. There is no lift and no ramp.
* The guest laundry has 2 front loading washing machines and 1 front loading tumble dryer.  Each cottage has it's own ironing board/iron.  Tom Kitten, Samuel Whiskers, Squirrel Nutkin and Jeremy Fisher all have their own washing machine.  Jeremy Fisher also has it's own tumble dryer.  Bio/Non Bio washing products can be bought from reception if required.


Guest laundry

####  Self catering kitchen

#### Jemima Puddleduck Kitchen

* We have an open plan kitchen.
* From the main entrance to the kitchen, there are 13 steps. There is no lift and no ramp.
* The table and plates have high colour contrast.
* The kitchen, dining room and lounge are all situated on the 1st floor.  Access is via stairs from the entrance hall.


Open plan kitchen

####  Lounge

#### Jemima Puddleduck Lounge

* From the main entrance to the lounge, there are 13 steps. There is no lift and no ramp.
* The kitchen, dining room and lounge are all situated on the 1st floor.  Access is via stairs from the entrance hall.


Lounge/dining room

#### Family bathroom on 2nd floor

* From the main entrance to this area, there are 12 steps. There is no lift and no ramp.
* The family bathroom located on the 2nd floor has a bath with shower attachment, separate shower, toilet and basin.


Family bathroom located on 2nd floor

#### 2nd floor double bedroom

* From the main entrance to this area, there are 12 steps. There is no lift and no ramp.
* A double bedroom is situated on the 2nd floor across the short landing from the bunk room.


2nd floor double bedroom

#### 2nd floor bunk room

* From the main entrance to this area, there are 12 steps. There is no lift and no ramp.
* A bunk room is situated on the 2nd floor across a short landing from the double bedroom.


2nd floor bunk room

## Getting around outside

####  All Shared Gardens

* From the main entrance to the gardens, there is level access.
* The route is 2000mm wide, or more.
* There are two lawned gardens.  Both are undulating and may have tree roots in places.  One of the garden areas is on a slope with access via 16 steps or via a high gradient 2 meter wide path leading from the car park.


Access to Additional Gardens

#### 1st floor private decking

* From the main entrance to the area, there are 3 steps.
* A large raised wooden decked area with patio furniture with gated access.  Further steps lead down to open gardens and additional private patio with private hot tub.


Private patio with private hot tub

#### Games room/Play barn

* From the main entrance to the area, there are 3 steps.
* Three 2 meter wide steps with handrail lead up to the games room/play barn.  A door with threshold gives access to both rooms.  Once in the games room a further 4 steps provides access to the pool table room.


Steps leading to games room


Access to games room via either of two doors


Games room with access via 4 steps to pool table room


Pool table room


Under 7's play barn

#### Children's Farm

* From the main entrance to this area, there is level access. The route is 1300mm wide, or more. The entrance is 1300mm wide.
* The children's farm has been built to provide good access, safe and clean areas and undercover space from the elements.  All paths and open spaces are of concrete with the exception of the riding area which is of sand.


Our Children's Farm


Covered Feeding Areas


Covered Feeding Areas


Sand Donkey Riding Area


Hand Washing Area


Ambulant Toilet


Access To Pond

#### Treatment Room

* Our beauty and holistic therapy treatment room is situated approx 30m just off the main court yard.  Access is via a flat gravelled 2m wide path.
The entrance to the room is over a low threshold strip of 10mm height.
The main door is 770mm wide but can be opened further to enable a 1230mm wide entrance.  Internal doors are all 820mm wide.
The reception/beauty area is 1700 x 2080 and has dimable lighting
An ambulant toilet facility is located off the reception.  1700 x 1000.
The main treatment room is off the reception and is 3200 x 3400 and has dimable lighting.  There is clear space from the door to the treatment couch of 1700.
A stepup is available to help with getting on to the massage couch.


Main entrance to the treatment room


Reception area incorporating beauty treatment area


Treatment room

## Customer care support

#### Accessibility equipment

* For a list of more items, please go to https://www.brauntonmobility.co.uk/.
* All assistance dogs may use the private lawned area belonging to the business owners. We will happily clear up after your dog.
* We have an area to charge mobility scooters and battery powered wheelchairs.
* We can provide access for charging batteries via either indoor or outdoor socket.
* You can hire mobility equipment from Braunton Mobility by calling 01271 814577.

#### Emergency evacuation procedures

* We have emergency evacuation procedures for disabled visitors.
* All cottages have wired fire detectors and are connected back to our farm house which is situated on site.  This alerts us to any potential incident alowing us to attend to the specific cottage within minutes.  We will let ourselves in to the cottage as required to determine the reason for the alarm and assist with your evacuation if required.

#### Customer care support

* Some staff have disability awareness training.
* We have information in large print.
* Staff are available 24 hours a day.
* We live on site and are available to assist as the need arises.

Guide last updated: 16 January 2020