

# Accessibility Guide for Serpentine Cabin

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### Welcome

Serpentine Cabin is a dog-friendly holiday home with a hot tub in Cornwall – the perfect place for an adventure holiday for all the family or couples. All abilities and ages are welcome to stay at Serpentine Cabin on Trevassack Lake, where a watersports centre awaits with trained staff skilled in helping beginners and those with special needs. The well-appointed accommodation is all on one level and sleeps up to five people plus their four-legged friend.

## At a Glance

### Level Access

* There is level access from the main entrance to:
  + Bedroom: Open plan living room with bedroom area
  + Automatic washer/drier in wet room
  + Open plan living room with sitting area
  + Bedroom 1
  + Serpentine lawn with deck

### Bedrooms

* We have non-allergic bedding.
* We have a portable hoist.

### Level access bedrooms

* From the main entrance to the bedroom, there is level access.
* The route to the bedroom is 750mm wide, or more.
* The bedroom door is 750mm wide, or more.
* There is unobstructed floor space 1200mm by 900mm, or more.
* The bathroom has a level access shower.

### Hearing

* Some staff have disability awareness training.

### Visual

* Glass doors and full-height windows have contrast markings.

### General

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

## Getting here

Trevassack Lake  
Garras  
Helston  
TR12 6LH

#### Travel by public transport

* You can get to Serpentine Cabin by bus.
* The Bus Route to Serpentine Cabin is as follows: www.gocornwallbus.co.uk Helston to St Keverne Route: 36A Start: Blue Anchor Inn 50 Coinagehall Street Helston TR13 8EL Finish: Trelowarren Estate Entrance TR12 6AF The bus stops 0.8 miles / 1.3 km away from Serpentine Cabin at Trevassack Holidays Please visit www.gocornwallbus.co.uk for up to date time tables and accessibility information The bus stop is 0.8 miles / 1.3 km from Serpentine Cabin.
* Please note that the bus route is 0.80 miles away from Serpentine Cabin at Trevassack Holidays

#### Travel by taxi

* You can get a taxi with Cornwall Wheelchair Taxis - www.cambornetaxis.co.uk  by calling 01209 719999. The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with Kernow Cabs by calling 01326 464646. The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with A2B Taxis by calling 01872 272989. The taxi company has a wheelchair accessible vehicle.
* The main entrance to Trevassack Holidays and Lake is clearly signposted from the main road. The main entrance has a wide level vehicular access. Access to Serpentine Cabin is through an automatic safety barrier with a number keypad entry.  
  Keypad entry code will be sent beforehand with the arrival details. Arrival details can be sent in larger text.  
  Automatic Safety barrier height 980mm.  
  The keypad is back lit and numbers are raised.  
  Entry keypad height 900mm and can be accessed whilst still in your vehicle.  
  Keypad verbal call button option.  
  Ambient lighting.  
  CCTV in operation.

#### Parking

* We have a car park. The parking is less than 50 metres from the main entrance. Parking is free.
* Serpentine Cabin has a dedicated level access parking space Parking space is in excess of 50 meters on a slight slope Dedicated pedestrian tarmac path from drop off point From the car park to the entrance, there is level access. The path is sloped.
* The route is 2100mm wide, or more.
* The entrance to Serpentine Cabin is via a hinged swing wooden gate opening inwards. Gate width 1060mm  
  Width 2100mm dedicated pedestrian tarmac path   
  Gripsure wooden decking

  
Serpentine Cabin, level access, deck and garden

## Arrival

#### Path to main entrance

* The path is sloped.

#### Main entrance

* The main entrance has level access.
* The door is 900mm wide.
* When you arrive, we can help carry your luggage.
* The main entrance door 900mm is hinged and opens outwards  
  Front door handle height 1040mm  
  We can help you to unload and load your luggage

  
Entrance pathway to Serpentine

## Getting around inside

#### Visual Impairment - General Information

* We have contrast markings on all glass doors and contrast markings on all full-height windows.

  
Serpentine Cabin - contrast marking patio doors

#### Bedrooms

* All bedrooms have windows.
* Bedrooms have bedside lamps, spot lights and natural daylight.
* Lights are LED and energy saving. All bedrooms are non-smoking.
* We have non-allergic bedding.
* No bedrooms have fitted carpets.
* All bedding is hypoallergenic and We can provide details of the laundry services
* We can move the bedroom furniture, to improve accessibility.
* We have bed blocks.
* We have a portable hoist.
* From the main entrance to this area, there is level access.
* The direction of transfer onto the toilet is to the front only.

  
Wet-room in Serpentine

  
Serpentine wet-room

#### Accessible bedrooms

#### Accessible bedroom Open plan living room with bedroom area

* The route to the bedroom is 2200mm wide, or more. There is 500mm at the side of the bed. The bed is 500mm high. There is 160mm under the bed.
* The bedroom is double. The bathroom is separate. It is not an ensuite.
* The bathroom door is 900mm wide.
* The bathroom has a separate shower. The shower has a handrail.
* The bathroom has a level access shower. There is a shower chair available. The level access shower has handrails.
* The direction of transfer onto the toilet is to the front only. There is 1670mm in front of the toilet. The toilet seat is 480mm high.
* The basin is 850mm high. The taps are lever operated. There is no space under the basin.
* Open plan living room with bedroom area with king-size bed (5'). Please note that the bed can be moved over to one side against the wall to gain more access down the side 500mm. The transfer to the bed would be from the front only.  
  Hypoallergenic bedding is provided. Waterproof protectors. Details of laundry service can be provided beforehand  
  We can make any reasonable adjustments  
  Wetroom is off the living area with level access and pocket door 900mm  
  Wetroom has separate shower, toilet, basin set in vanity unit, front loading washer/drier, wall mounted heated wall towel rail and mirror.   
  Equipment available at no charge  
  Medley Ergo Profiling Adjustable Bed Plus Softform Premier Original Mattress with side rails and bumpers  
  T70 Self Propelled shower commode chair   
  Ocean VIP Tilt In Space Shower and Commode Chair   
  Freestanding Lifting Pole  
  Perch chair   
  Portable suction grab rail  
  Mowbray Lite Adjustable Toilet Frame with Seat  
  Curved transfer board  
  Elephant feet 90mm and 140mm  
  Evo Birdie portable hoist 150kg  
  Riser recliner chair 420mm seat height  
  Sensory star projector  
  Gantry Hot Tub Hoist

  
King-size bed in Serpentine

  
View of king-size bed in Serpentine

#### Automatic washer/drier in wet room

* From the main entrance to the laundry, there is level access. The route is 900mm wide, or more. The door is 900mm wide.
* We have an iron and ironing board. You can use the ironing board sitting down.

  
Serpentine's wet-room with washer-drier

#### Self catering kitchen

#### Open plan living room with kitchen area

* We have an open plan kitchen.
* From the main entrance to the kitchen, there is level access.
* The route is 2200mm wide, or more.
* The work surface is available at a height between 650mm and 900mm.
* The hob is available at a height between 650mm and 900mm.
* The sink is available at a height between 650mm and 900mm.
* The oven is available at a height between 650mm and 900mm.
* Furniture can be removed and altered for your stay  
  The route is level and 1000mm wide or more  
  Space for manoeuvrability and transfers  
  Full size fridge/freezer  
  Full size dishwasher  
  Lever tap kitchen sink  
  Low level access oven 660mm handle height with 4 ring induction hob  
  Fire blanket and fire extinguisher  
  Smoke and heat detector  
  Dining table height 750mm  
  Dining chairs height to seat 470mm  
  Air conditioning  
  Equipment available at no charge  
  Tripp Trapp adjustable highchair from 6 months and above available  
  RNIB liquid level indicator available  
  Elephant feet 90mm and 140mm

  
Kitchen area of Serpentine

  
Kitchen area of Serpentine

  
Dining area of Serpentine

#### Lounge

#### Open plan living room with sitting area

* From the main entrance to the lounge, there is level access. The route is 2200mm wide, or more. The door is 1600mm wide.
* Sliding double patio doors open to 1600mm  
  Black out blinds throughout  
  3 seater sofa height to seat 470mm  
  2 seater sofa height to seat 440mm  
  High colour contrast sofas with cushions  
  Space from front of sofa to patio door 1600mm  
  Room for manoeuverability and transfers  
  Furniture can be removed and altered for your stay  
  Wall hung smart television with subtitles and remote control   
  Spotlights in the ceiling and table lamps  
  Equipment available at no charge  
  Tripp Trapp adjustable highchair from 6 months and above available  
  RNIB liquid level indicator available  
  Elephant feet 90mm and 140mm  
  Star sensory projector

  
Sitting area of Serpentine

  
View of sitting area of Serpentine

  
Another view of the sitting area of Serpentine

#### Bedroom 1

* From the main entrance to this area, there is level access. The route is 770mm wide, or more.
* The door is 770mm wide.
* Level access via open plan living area  
  Pocket sliding door 770mm  
  Double bed (4'6") and single (3') bunk bed over  
  Sliding patio door 740mm slight lip and access onto Gripsure decking

  
Bedroom 1 with double bed and single bunk bed over in Serpentine

  
Bedroom 1 in Serpentine

## Getting around outside

#### Serpentine lawn with deck

* From the main entrance to the gardens, there is level access.
* The route is 2100mm wide, or more.
* Serpentie Cabin has a level access, fully enclosed garden, with post and rail fencing and a large Gripsure deck running along the front of the cabin with table, chairs and inset hot tub.  
  The route to the garden is in excess of 1000mm wide  
  Decking area at the narrowest point is 2300mm  
  Inset hot tub height 480mm  
  Table height 780mm  
  Chair height to seat 470mm  
  Outside lighting  
  Level access to hot tub with room for manoeuvrability and transfer  
  There is 1 hinged gate width 1060mm which swing inwards on to dedicated tarmac path 2100mm

  
Serpentine hot tub inset into the deck

  
Serpentine level deck and lawn area

  
Looking out to the deck and lawn from Serpentine's living-area

  
Serpentine fully enclosed garden with large deck

## Customer care support

#### Accessibility equipment

* We provide wheelchairs. Wheelchairs are free.
* Medley Ergo Profiling Adjustable Bed Plus Softform Premier Original Mattress with side rails and bumpers  
  T70 Self Propelled shower commode chair   
  Ocean VIP Tilt In Space Shower and Commode Chair   
  Perch stool  
  Perch chair   
  Portable suction grab rail  
  Mowbray light adjustable toilet seat  
  Sensory star projector  
  Elephant feet 90mm and 140mm  
  Evo Birdie portable hoist 150kg  
  Portable slings in medium, large and extra large  
  Remote controlled high back reclining chair 420mm height to seat  
  Curve transfer board  
  Stoke Tripp Trapp adjustable highchair from 6 months and above  
  RNIB liquid level indicator
* Serpentine Cabin has its own enclosed garden for dogs
* We have an area to charge mobility scooters and battery powered wheelchairs.
* Mobility scooter can be charged inside Serpentine Cabin

#### Emergency evacuation procedures

* We have emergency evacuation procedures for disabled visitors.
* Fire extinguisher and fire blanket are provided  
  The Information Folder in the accommodation holds a Fire Risk assessment sheet  
  Staff are first aid and fire warden trained  
  Fire muster point at Trevassack Holidays is illuminated  
  Defribulator on site

#### Customer care support

* Some staff have disability awareness training.
* Staff are available 24 hours a day.
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  Trevassack Holidays provides 24 hour staff cover. After hours is via an on-site warden
* We have other services for people with accessibility requirements.
* Watersports  
  We are passionate about providing the best watersports activities at Trevassack Lake. With our expert instructors and quality equipment you can be sure to have an incredible experience out on our beautiful, private and secluded lake. No matter what your level of experience or ability we have activities to suit all. You can book a private instructor for you and your guests or you can join in on any of our planned sessions. You can sail around the lake in one of our sailing lessons, glide and explore the lake by kayak, learn to paddleboard or take part in one of our wild swimming sessions. There really is an activity for all of the family.  
  We also have a variety of accessible watersports activities on offer with our specialist equipment. Our fabulous ‘Learning Centre’ is level accessed and had automatic doors entrance doors and is level access throughout. Our public facilities include a ‘Changing Places’ room and accessible wet-room and toilets. Level pathways with safety surfacing will guide you around the site and at the lakeside you will find wide, stable pontoons with ramp access and hoists to help those with limited mobility onto our adapted watercraft.  
  Our activity staff are experienced teaching young people and adults with special educational needs and disabilities. We offer integrated watersports sessions with adapted equipment so visitors with physical disabilities can participate in group sessions and focused sessions so that visitors with special educational needs can learn at a pace that is right for them.  
  Our Lakeside Cafe provides guests and visitors a place to eat away from the accommodation and to pre-book private dining. Level access with plenty of room for maneouverability and transfers.

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