

# Accessibility Guide for Lemon Cottage

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### Welcome

This beautifully appointed holiday cottage has been designed to resemble a "villa" and is all on one convenient level with two en-suite bedrooms. There are three sets of patio doors leading onto a private, south west facing patio with views over open countryside towards the Esk Valley. The private terrace has an outdoor table & 4 chairs, which is perfect for al-fresco dining on sunny days & summer evenings. This beautiful little cottage is fully equipped to an exceptionally high standard & with double glazing, central heating & full insulation, it is perfect for those early & late season breaks.

Watch the video: [Northcliffe & Seaview Holiday Parks Video](https://youtu.be/91h6T9Gtmy0)

## At a Glance

### Level Access

* There is level access from the main entrance to:
  + Northcliffe Reception
  + Main Lounge Lemon Cottage
  + Outdoor patio
  + Patio outside Lemon Cottage

### Access with steps

* There are steps from the main entrance to:
  + Seaview Laundry - located next door to Seaview Reception (this reception is not in use)

### Bedrooms

* We have non-allergic bedding.

### Level access bedrooms

* From the main entrance to the bedroom, there is level access.

### Hearing

* The (bedroom) TVs have subtitles.

### General

* Staff are available 24 hours a day.
* We have emergency evacuation procedures for disabled visitors.

## Getting here

Bottoms Lane  
High Hawsker  
Whitby  
YO22 4LL

#### Travel by public transport

* You can get to Lemon Cottage by bus.
* The nearest bus stop is approximately 250 metres from Lemon Cottage. The bus stop is 0.1 miles / 0.2 km from Lemon Cottage.
* The bus stop towards Robin Hood's Bay is to the left of the entrance to Northcliffe & Seaview Holiday Parks & the bus stop towards Whitby is across the road from the entrance to the parks.

#### Travel by taxi

* You can get a taxi with Streamline by calling 01947 603306. The taxi company has a wheelchair accessible vehicle.

#### Parking

* We have a car park. There are accessible parking spaces. Parking is free.
* There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
* From the car park to the entrance, there is level access. We have a transport service, to take visitors from the car park to the main entrance.

## Arrival

#### Path to main entrance

* From the street to the main entrance, there is level access.
* The path is 4876mm wide, or more.

#### Main entrance

* The main entrance has level access.
* The door is 790mm wide.
* The main door is side hung and manual.
* The main door is sliding and manual.
* When you arrive, we can help carry your luggage.

## Getting around inside

#### Northcliffe Reception

* From the main entrance to reception, there is level access. The door is 910mm wide.
* You can sit down at reception.

#### Bedrooms

* All bedrooms have windows.
* Bedrooms have ceiling lights, bedside lamps and natural daylight.
* Lights are energy saving. TVs have subtitles.
* All bedrooms are non-smoking.
* We have non-allergic bedding.
* All bedrooms have fitted carpets.
* We can move the bedroom furniture, to improve accessibility.
* From the main entrance to this area, there is level access.

#### Seaview Laundry - located next door to Seaview Reception (this reception is not in use)

* From the main entrance to the laundry, there is 1 step. There is no lift and no ramp.
* We have an iron and ironing board. You can use the ironing board sitting down.

#### Self catering kitchen

#### Lemon Cottage Kitchen

* We have an open plan kitchen.
* From the main entrance to the kitchen, there is level access.
* The route is 900mm 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.

#### Lounge

#### Main Lounge Lemon Cottage

* From the main entrance to the lounge, there is level access. The route is 900mm wide, or more.

#### Outdoor patio

* From the main entrance to this area, there is level access. The route is 1200mm wide, or more.
* The door is 790mm wide.

## Getting around outside

#### Patio outside Lemon Cottage

* From the main entrance to this area, there is level access. The route is 1200mm wide, or more. The entrance is 790mm wide.

## Customer care support

#### Accessibility equipment

* For a list of more items, please go to http://www.whitbydag.org.uk/.
* We have an area to charge mobility scooters and battery powered wheelchairs.
* Could be done within Lemon Cottage.
* You can hire mobility equipment from Whitby Dag by calling 01947 821001.

#### Emergency evacuation procedures

* We have emergency evacuation procedures for disabled visitors.

#### Customer care support

* Staff are available 24 hours a day.
* There are 2 x emergency contact numbers for out of office hours & the office managers live on park. These numbers can be found on the Northcliffe main reception door, Seaview Reception door & within the guest information folder in the cottage.

Guide last updated: 29 January 2024