



## Accessibility & Inclusive Tourism Guide

Our aim is to make 'The Bowden Lodge' a pleasurable and comfortable place to stay for as many people as possible, regardless of their individual needs. We are however limited by the constraints of a Victorian construction dating from 1867. Sadly, this means the building is not always suitable for people with limited mobility or sight impairment. Our access statement /guide below aims to describe the facility honestly to ensure that all our guests are happy and comfortable during their stay.

The following information on our facilities should help you book with confidence, but we welcome any questions you might have.

We are much more able to help you if we know in advance of booking / arrival anything you might need. If The Bowden Lodge is unsuitable for you, this also gives us the opportunity to help you find somewhere more suitable with our extensive knowledge and links with other accommodation providers in the area.

### **Pre-arrival:**

On a PC, our website can be viewed in larger text by pressing "Ctrl" and "+" together. To return to regular size, press "Ctrl" and "-" or hit Reset. ("Cmd" button on a Mac computer).

Our website has the "tab" function to take you through our menu, highlighting each of the pages **yellow** in turn, which we are advised is helpful to the partially sighted.

Please note that should you wish to walk into town, although the walk is flat, it is approximately a twelve-minute walk to the very centre of Lord Street (war memorial). There are benches on route.

Southport train station is a 15-minute flat walk away from The Bowden Lodge and trains depart every 15 minutes to Hunts Cross (Liverpool City and Liverpool Airport). Also to Wigan Wallgate Station every half an hour, Manchester Oxford Road (for Manchester Airport) every half an hour and Burscough Bridge (Lancashire) every half an hour.

Central Cabs (taxi) can be called on 01704 544414 & All White Taxis – 01704 537777.

The public bus service is very good in the area and the bus stop is located immediately outside The Bowden Lodge at the junction of Albert Road and Alexandra Road. Bus routes from this stop include:

- No 2 Bus – Southport to Preston,
- No 47 Bus – Crossens to Liverpool,
- No 347 Bus – Southport to Chorley,
- No X2 Bus – Preston to Liverpool.

It is possible to hire an electric mobility scooter locally and have delivered to us ahead of your arrival. We can store this indoors for you. Please let us know if you plan to hire one. [www.southport.ableworld.co.uk](http://www.southport.ableworld.co.uk) Telephone (01704) 265586.

Please let us know when you book if you have any special or dietary requirements. We are much more able to help if we know in advance. If 'The Bowden Lodge' is unsuitable for you, this also gives us the opportunity to help you find somewhere more suitable. As standard we can provide gluten free, vegetarian and vegan alternatives to most items but a little notice is always appreciated.

Please note that the building can only be accessed **via steps**, as we have no lift or ramp, therefore 'The Bowden Lodge' is unsuitable for those fully dependent on a wheelchair. The six shallow steps outside the property (leading from car park to front door) are well lit at night, but unfortunately it's not possible to install hand rails due to the design of the approach. The property although beautifully maintained, is limited by the constraints of a Victorian construction dating from 1867.

Our building is laid out over three floors – On the ground floor is the dining room, guest lounge and unisex all gender rest room. Located on the first floor are letting rooms 1-6 (17 to 21 steps). Located on the second floor are letting rooms 7-11 (33 to 37 steps). The main staircases are equipped with handrails.



Six steps leading to Front Door



Main Stairs to 1<sup>st</sup> Floor



Half Landing Stairs to Rooms 3 to 6.



Main Stairs to 2<sup>nd</sup> Floor



Half Landing Stairs to Rooms 10 & 11.

**Arriving:**

Our tarmacked car park is right outside the front of the house for our guests convenience.

At check-in, please feel free to leave your bags in the car and we will come out to help you with these at your request. Help is always available to assist you with your luggage so please ask for assistance if required.

We are happy to accept guide dogs by prior arrangement.

Our entrance hallway is both well lit and has good natural lighting. The guest lounge is located just off the entrance hallway so if guests need to sit down during the check-in process, plenty of seating is available here.

Check-in itself is usually a quick process (though we often get chatting!). There is usually no further paperwork on check-in, as long as you have booked direct or online or on our own website in advance.

The floors within the property are carpeted with short pile carpets, apart from en-suite bathrooms and the unisex All Gender cloak room, which are fitted with laminate flooring or cushion floor vinyl.

**Hearing Impaired Guests:**

Pen and paper can be made available if required to assist hard of hearing guests and the fire warning system in Letting Room 2 (standard twin) is suited to hearing impaired guests, as it flashes brightly as well as sounding an alarm in the event of a fire.

**Lighting:**

All corridors and stairs have artificial light and natural light. Overhead lighting is switched off at around 10:30pm when only lamps light the corridors.

**Bathrooms & Facilities:**

All bedrooms have en-suite facilities with showers apart from letting rooms 1,3 & 10. These rooms have a bath with a shower over. Please let us know if you have a preference at time of booking.

You'll find a useful comparison chart on 'Rooms & Rates' tab on our website, comparing facilities in each room. If you prefer, give us a call and we can talk through the most suitable bedroom for you.

A rubber bath/shower mat is provided in each bathroom.

All sink taps are lever operated apart from rooms 3,8,9,10 & 11. Shower controls are easy to operate.

**Bedrooms:**

Room 11 has a king size bed (5' /150cm). All other rooms contain either standard double beds (4' 5" /135cm) and /or standard single beds (3' /91cm)

Each television has a remote control and the digital subtitles facility can be activated. An audio description and subtitles are available. Televisions range from 19" to 24" screens.

All bedrooms are non-smoking.

In each letting room you'll find a 'just in case' tin, containing ear plugs, safety pins, emery board nail file, sticking plasters and spectacles cleaning wipes for those unexpected eventualities.

Allergy free bedding and pillows are supplied as standard in all rooms. Beds can be made up with sheets and blankets on request.

All corridors and bedrooms are well lit and bedrooms have a range of task lighting above the desk /vanity unit. Bedside lights are fitted for the guests convenience and every bedroom and en-suite bathroom has wall mounted mirrors.

Bedrooms 6,8,9,10 & 11 have minibars in the rooms and there is a large communal minibar located on the 1<sup>st</sup> floor landing area for guests in other rooms. All minibars are suitable for storing medication and operate on an honesty basis.

Sockets and light switches are set at convenient heights.

Guest Information Folders are available in larger print on request.

Please note that there are no bedrooms on the ground floor (Dining room and Guest Lounge level) and bedrooms can only be accessed via stairs.

**Dogs:**

Dogs are not allowed (except guide dogs). The nearby Hesketh Park, where dogs can be exercised, is 0.4 of a mile away.

**Miscellaneous:**

Complimentary fibre Wi-fi is available throughout the whole house.

The mobile signal is generally good for all networks.

The entire building has gas central heating and each radiator is thermostatically controlled with clear numbers for ease of use. Fans are available in each room, as are sheets and blankets so you can always maintain the perfect temperature. Every bedroom has at least one opening window.

**Breakfast:**

As mentioned, breakfast is served in the dining room, located on the ground floor. The room has good natural day light and a carpeted floor.

The breakfast menu can be verbally presented and is available in printed form with larger font if required. The breakfast room lighting is good with both overhead and wall lighting.

The unisex All Gender cloakroom is available on this floor and lighting here is activated by a sensor when it detects body movement when you enter.

Breakfast is provided as table service for all hot food and hot drinks. A self-service breakfast bar is available for all other food items which are not cooked to order.

Various gluten free, vegan and vegetarian items are available with prior notice. GF bread is toasted separately in toasting bags. A list of allergens is available. We are happy to discuss your specific requirements. If we know in advance, we are also able to offer GF options for our daily bedroom treats which will be clearly labelled. Semi-skimmed milk is always available and is served as standard. **If you require soya, almond or oat milk, please advise us prior to arrival.** Various healthy options are included in our breakfast menu too.

#### **Noise:**

The front of the building is located on a fairly busy main road. Rooms 3,5 & 10 face the road, as does the Dining Room and Guest Lounge. The road is generally very quiet overnight however we are located on the edge of the town centre so some associated noises may be present at times such as an ambulance or a lorry going past. We have unobtrusive background music in the dining room to avoid a "doctor's waiting room" feel.

#### **Outside:**

A smoking area and ashtray are provided outside under the canopy.

#### **Emergency:**

In the event of an emergency, we have a monitored fire alarm, and an emergency lighting system throughout the building.

We are available in an emergency 24 hours a day on our mobile phone number 07484 547340 and we live on site, however, we are not always on site 24 hours a day.

Should you require assistance to advise you in the unlikely event of an emergency taking place, or to help you evacuate the building, please discuss this with us prior to, or on arrival, and we can discuss the options available.

Details of a local dentist, doctor, chemist etc are available from us, and our hospital and A&E are only 3 miles away. Should you forget to pack your medication, a prescription can be organised out of hours by calling 111.

#### **Questions:**

Should you have any questions, need any further information, or have any special requests, please do not hesitate to give Andy or Jane a call on 01704 543531 or email [enquiries@bowdenlodge.co.uk](mailto:enquiries@bowdenlodge.co.uk)