



Altonlea Lodge

GUEST HOUSE

Access Statement

We at Altonlea Lodge Guest House believe deeply in offering a fair and equal service to every one of our guests. This statement lists our commitment to identify and meet the individual needs of all our guests.

Altonlea Lodge Guest House is located on the historic Green, in the village of Seaton Carew, and is a Grade II listed building of high architectural interest. We are therefore restricted on the physical changes we are able to make to the fabric of the building.

We have 4 guest rooms located on the ground floor of our site; one in the main house and 3 in our Annexe building. All our rooms are spacious and well laid out with solid and well-maintained furniture. Our bathrooms, especially those in the ground floor rooms, have wide doors and additional space to move around.

The main house is accessed through the front door, located on The Green. There is one step up into the house (8" or 200mm high), which may be too tall for independent wheelchair users. Help can be provided for those who need it.

To the rear of the main house there are two steps up from the car park to gain access to the garden. A temporary ramp is available to overcome these by request. To access the main house from the garden is one step (6"/150mm up then a 3"/70mm threshold).

This means that the main house is not accessible to those guests unable to take steps, although we will endeavour to provide assistance during normal operational hours.

Breakfast is served in the dining room in the main house. A room service is available on request to those unable to attend. A wakeup call is also available on request.

The 3 downstairs rooms of the Annexe building are available for those guests in wheelchairs or with limited mobility. Guests can gain access to their rooms directly from the car park, over a small threshold.

Those guests who require medication are advised to notify us upon check-in where appropriate. Cold-storage of medication can be arranged on request.

Guests visiting the Dr Dawson will have received a copy of their care-guide with details of post-operation requirements. We are aware of these and will aim to ensure that you are booked into a ground-floor room and are greeted after your operation and helped to your room. A light breakfast is recommended before the operation and a light meal afterwards. This will all be arranged on your arrival.

Lee Bryan has a level 2 BSL qualification so is able to communicate with deaf guests who use British Sign Language. We have a portable Hearing Loop device available to those guests with hearing aids fitted with a T-switch.

Getting here

By Car

Please set your SatNav to the Post Code address of TS25 1AT and the house number 19. Alternatively, turn-by-turn directions can be created by visiting <http://maps.google.co.uk> and clicking on the “Get Directions” button. Enter your home Post Code in the A box then ours in the B box.

By Train

The closest main station to Altonlea Lodge Guest House is Hartlepool, but some trains do stop at our closest station Seaton Carew. You can check train times and stops at <http://www.nationalrail.co.uk/>

By Taxi

When booking a taxi for guests we have always found 23 Taxis to be fairly priced and very reliable, but below are the contact numbers for other local providers:

Twenty3 Taxis	01429 232323	www.23taxis.co.uk/
Hudsons Taxis	01429 860860	www.hudsonstaxi.co.uk/
23taxis	01429 232323	www.23taxis.com/
Streamline Taxis	01429 867867	
Cameron Taxis	01429 264444	

By Bus

Seaton Carew is served by Stagecoach's number 1 bus every 10 minutes during the day Monday to Saturday. The nearest stop is on The Green and takes you onto York Road in Hartlepool or into Middlesbrough. Timetables and bus routes are available in our brochure cabinet next to the back door.

By Coach

National Express has an extensive network of coach routes that can bring you into the heart of Hartlepool. Visit <http://www.nationalexpress.com/> for timetables and prices.

By Air

Hartlepool is served by Durham and Teesvalley Airport (18 miles) and Newcastle International Airport (46 miles). Both airports are served by a number of regional and international airlines and have bus services to get you to Hartlepool. Many of our guests arriving into or leaving from both Airports have found that booking a taxi through a local taxi firm to be a very cost effective. See By Taxi above. For more details visit the webpages for either airport:

<http://www.durhamteesvalleyairport.com/>
<http://www.newcastleairport.com/>

Our future plans

We always listen to comments from our guests during their stay, or through feedback provided when they leave through reviews. The following list shows what we hope to implement in the future to improve access to the services we provide:

- We aim to provide a permanent wheelchair access ramp from the car park to the garden area with a rail and non-slip covering.
- Upgrade rooms with wall-fixed soft headboards and decoration
- Update our webpage with full WCAG 1.0 compliance
- Provide live availability on our website
- Provide the ability to reserve and book rooms online
- Prepare Personal Emergency Evacuation Plans for all guests with additional needs in partnership with Hartlepool Fire Brigade
- Automate the link between notification of access need and the process of sending out and completing the PEEP
- Ascertain the additional needs of guests at the time of booking (through the web) as part of the PEEP
- Provide our Guest Information pack in:
 - Large print
 - Braille
 - Spoken voice (accessible on our website or audio CD via post)
 - A downloadable version for the iPad