

## **Accessibility Guide for Thatch Close Cottages, Cider Cottage**

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## Welcome

A 17C Cider Mill and grain store in a secluded location. Sleeps 2, recently converted using existing and re-cycled material whenever practicable. Designed to make the accommodation comfortable and accessible. Suitable for the less mobile and those with hearing and visual impairment. downstairs accessible cloakroom, and en-suite

wetroom all with grab rails and emergency lighting .An air heat heat recovery system ensures a constant supply of re-freshed air, underfloor heating, with purpose built wet room ensure a comfortable stay. Surrounded by it's own organic grassland , ideal for guests with dogs.

Guests describe it as " cosy and romantic "

Watch the video: [3D video of Cider Cottage](#)

## At a Glance

### Level Access

- There is level access from the main entrance to:
  - The Laundry

### Access with steps

- There are steps from the main entrance to:
  - Bedroom
  - Cider Cottage sitting room.
  - Ground-floor cloakroom
  - Lower passageway
  - Cider Cottage Rear patio
  - Valley View , front Patio
  - Cider Cottage rear patio.

### Bedrooms

- We have non-allergic bedding.

### Hearing

- The fire alarm has a vibrating pillow pad and flashing lights.
- Some (bedroom) TVs have subtitles.
- We have a hearing loop in The Laundry.
- Some staff have disability awareness training.

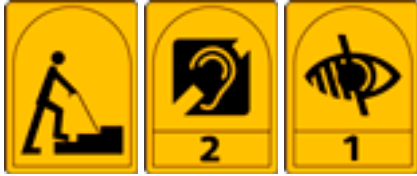
### Visual

- The walls and the doors have high colour contrast.

### General

The accommodation is rated by the National Accessible Scheme as suitable for:

- Older and less mobile guests
- Guests with hearing loss (exceptional standard)
- Visually impaired guests



- Some staff have disability awareness training.

## Getting here

Thatch Close  
Llangrove  
Ross on Wye  
HR9 6EL



### *Travel by public transport*

- There is no public transport, and we advise guests to have their own vehicle,



### *Travel by taxi*

- You can get a taxi with Simon's Taxies & Courier Service. They claim they have a suitable vehicle. by calling 01989 568 629. The taxi company has a wheelchair accessible vehicle.
- We have a Landrover Freelander, not adapted for wheelchairs; however willing to help guests out.



### *Parking*

- We have a car park. The parking is less than 50 metres from the main entrance. Parking is free.
- The drop-off point is 2 m from the cottage's front patio. There are two steps up onto the patio, then a further step into the cottage entrance. Following drop-off, vehicles can be parked in a designated level parking area. From the parking to the main entrance, there are 3 steps. There is no ramp and no lift.
- Disembarkation and is on the level parking area, adjacent to the front patio, there are two steps onto the patio and one more into the cottage. Transportaion is not required from the drop off point to the cottage.



Two steps onto the front patio, then another into the property

## Arrival

### *Path to main entrance*

- From the street to the main entrance, there are 3 steps. There is no ramp and no lift.

### *Main entrance*

- The main entrance has level access.
- The door is 850mm wide.
- The main door is side hung and manual.
- The main door is revolving and manual.
- When you arrive, we can help carry your luggage.
- We meet and greet visitors, assist with luggage, then introduce them to the cottage.  
Explain safety procedures,



Extensive level parking area



## Getting around inside

### *Visual Impairment - General Information*

- We have high colour contrast between walls and doorframes.



The main living room, contrasting timber and walls, with blue electrical sockets .



Kitchen with Altro non-slip floor, accessible contrasting handles on kitchen units



Downstairs cloakroom with Close-O-Matt shower toilet, lever action basin , emergency red pull cord, coin turn locks on door.



Wet-room , Altro non-slip floor, contrasting fixtures , emergency lighting.

## Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, floor standing lights, bedside lamps and natural daylight.
- Lights are LED and energy saving. Some lights can be controlled independently.
- Some TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- No bedrooms have fitted carpets.
- Mechanical heat recovery system ensures a constant supply of pre-warmed fresh air., Cotton linen and towels, in-house laundry , no feathers in the bedding, , We can provide details of cleaning products on request, Osmo wood treatment , Osmo is made from natural occurring constituents., Rug can be removed if requested. and Oil fired boiler is in the laundry, reducing exposure to fumes.
- The bedroom nearest the main entrance has 20 steps.

- All bedrooms are ensuite.
- We have bathrooms with a separate shower.
- Some showers have a handrail.
- The toilets have handrails.
- The walls and the fittings have high colour contrast.
- The direction of transfer onto the toilet is to the right.



Downstairs cloakroom with Close-O-Matt shower w.c. Wash basin with lever taps front transfer



First floor cloak-room, with Close-O-Matt shower toilet, and contrasting fixtures. front and left transfer, red pull cord.





Bedroom , underfloor heating, touch control bedside lamps, walk in wardrobe, contrasting colour scheme.

#### *The Laundry*

- From the main entrance to the laundry, there is level access. The route is 1500mm wide, or more. The door is 970mm wide.
- We have an iron and ironing board. You can use the ironing board sitting down.
- Miele commercial washing machine and drier , both on 300mm plinths, Altro non-slip flooring , sink.

#### *Self catering kitchen*

##### *Cider Cottage Kitchen*

- We have an open plan kitchen.
- From the main entrance to the kitchen, there are 7 steps. There is no lift and no ramp.
- The oven is available at a height between 650mm and 900mm.
- The table and plates have high colour contrast.
- The work tops are 912 mm from the floor  
High colour contrast plates can be provided on request.  
Altro non-slip floor.  
Easy-grip handles on the cabinets and draws.  
Lever handle taps on sink.  
Drop down oven door.  
Contrasting sockets.



The kitchen, contrasting sockets, easy grip unit handles, drop down oven door. Non-slip Altro flooring

### Lounge

#### *Cider Cottage sitting room.*

- From the main entrance to the lounge, there are 7 steps. There is no lift and no ramp.
- 4 steps, a landing and then 3 more steps into the living room. Underfloor heating, solid beech floors, chair and sofas with arms. Clos-o-Matt shower wc is on the same level. This accessible wc has adequate safety rails. Rug can be removed on request. Sofas with arms, chair with arms. Oak hand-rails.



Living room, contrasting colours, accessible height contrasting colour sockets, sofas with arms.



Dining area, ready for breakfast. dining chair with arms .

#### *Ground-floor cloakroom*

- From the main entrance to this area, there are 7 steps. There is no lift and no ramp.
- Level access from the living area.



Clos-o-Matt shower toilet, Altro non-slip flooring, , contrasting safety rails, emergency lighting and red pull cord.

#### *Lower passageway*

- From the main entrance to this area, there are 4 steps. There is no lift and no ramp.
- this area has access to Bramble's Barmand houses a freezer.  
The steps and handrail are suitable for those with reduced mobility and visual impairment.



Lower passageway, access to Bramble's Barn and the freezer unit

## Getting around outside

### *Cider Cottage Rear patio*

- From the main entrance to the gardens, there is 1 step. There is no lift and no ramp.
- A small patio to the rear of the cottage , with one step over the threshold.  
Seating for two, suitable for children and dogs.



Rear patio , one step over the threshold from the cottage.

### *Terrace*

#### *Valley View , front Patio*

- From the main entrance to the terrace, there are 2 steps.
- Two steps from the parking area onto this patio, one further step into the cottage.



Valley View , front patio, views over the Garron Valley

#### *Cider Cottage rear patio.*

- From the main entrance to the area, there are 8 steps.
- The front patio has two steps from the parking area .  
There is one further step into the cottages.  
Four steps and a small landing then another three steps into the main living area.  
From here there is one step down onto the rear child and dog secure patio.

## **Customer care support**

### *Accessibility equipment*

- We provide wheelchairs. There is a charge for wheelchairs.
- We have a hearing loop in The Laundry.
- The following are available on request and are not charged for:  
Crockery and cutlery suitable for those with dexterity and or visual issues  
Talking microwave. [This can be moved between the cottages]  
Personal inductive loop  
Talking measuring jug  
Talking Kitchen scales  
Talking thermometer  
Vibrating under-pillow fire alert system with power failure back up  
Mybelle 650 big button telephone  
BDP 400 talking telephone with large display  
Large print Scrabble  
Large print playing Cards  
Stainless Steel Wheelchair for use in showers [ for Valley View]  
Cot and high chair for the younger guests  
WC riser.  
Zimmer-frame.  
Additional items will be added from time to time.
- For a list of more items, please go to <https://tpg-disableaids.co.uk>.
- Dogs are welcome to avail themselves of the 12 acres of organic grassland. This surrounds the property.



- We have an area to charge mobility scooters and battery powered wheelchairs.
- In the laundry , with level access.
- You can hire mobility equipment from TPG, 10 Plough Lane, Hereford HR4 0E by calling 01432 351 666.

#### *Emergency evacuation procedures*

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has a vibrating pillow pad.
- The fire alarm has flashing lights.
- Fire alarms , emergency lighting in case of power failure in each room and exits .  
Vibrating under-pillow fire alert system with power failure back up.

#### *Customer care support*

- Some staff have disability awareness training.
- We are on site and are available when at home; however when we are away we do our best to ensure that someone is available in the main house , which is adjacent to the cottages.
- We have other services for people with accessibility requirements.
- We are happy to deal with all reasonable requests .  
We are on site .

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Guide last updated: 18 February 2020