



CASTLE VIEW HOUSE
BED & BREAKFAST

Accessibility Guide

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Accessibility



Castle View Bed and Breakfast Information

Accessibility Guide

1.1 Introduction

Castle View House is a 3 story Victorian terraced townhouse built circa 1868. We are located close to the Centre of Morpeth with its wide variety of local shops, pubs and restaurants. B&B guest private areas are located on the ground, 1st and 2nd floors of the property. The owner's accommodation is located in the lower ground self-contained flat. We have one guest room on the ground floor and three guest rooms located on the 1st floor, all of which have en-suite shower rooms or bathroom. The breakfast / dining room is located on the ground floor.

In general we have a welcoming approach to all guests regardless of abilities. However, it is important for guests to understand that the house was built in a different age. Whilst we aim to meet the needs of all our guests there are some features which might make access difficult for people with limited mobility.

Carmen & Dave as proprietors will afford every assistance to guests where necessary – and this includes help at breakfast and evacuation procedures in cases of emergency for those who have difficulty in moving, seeing or hearing.

However, no special provision is currently made for accessible features. If you have any particular requirements please let us know at the time of booking so we can discuss with you further and if necessary, prior to arrival.

Please read the information in this guide carefully....and if you are not sure, please do call us to discuss.

1.2 Pre-Arrival

- You can contact us by email, text or a smartphone messaging service such as WhatsApp. We do not have fax facilities. Please see the “Contact Information” section of this guide for full details.
- We are unable to offer alternative format information and our website cannot have fonts etc. changed. However, our Access Guide (and our breakfast menu) can be made available in larger print if required.
- Our website provides pictures of our accommodation and further information about the services we provide.
- Morpeth Bus Station for local and national services, is approx. 80m away.
- Morpeth train station is approx. 1 km away.
- There are several local taxi companies - we can make bookings in advance for you.



1.3 Arrival & Car Parking Facilities

- Please advise us of your anticipated arrival time so that we can be sure we are here to welcome you.
- We normally ask guests to arrive between 4.00 and 7.00pm. Earlier or later arrival is usually possible by arrangement.
- We can offer assistance with luggage as required.
- Parking bays are available on Dacre Street. There is a short walk from the parking bays to the front door- dependent on where you park this could be between 1m - 140m from the front door. From the road there is step onto the pavement (paving slabs) on the street to the door.
- As there is residents permit parking immediately outside our house, it is not possible to guarantee, either a parking space on the road, or space to drop off, right outside our door.
- The front door is lit at night for improved visibility.
- We have our name on a sign above the front door, which is visible from the street.

Arrival



Vestibule Door





1.4 Access to Ground Floor

- The property has a single wooden guest entrance door which is 94cm wide and 2000cm high. The door is hinged on one side and opens inwards
- Initial access is by our door bell but after check in a front door key (lock is 150cm high from street level) will be provided. Other arrangements for initial access are possible by prior arrangement. The doorbell is approx. 150cm above the street level.
- There is a step up (14cm) from the pavement to the main door.
- The front door opens into an inner lobby / vestibule with a) level tiled floor and sealing strip (1cm). A non-slip door mat covers approximately 40% of the tiled floor area. The door handle is 90cm from street level (external) and 120cm from floor level (internal).
- The vestibule has a length of 2000cm and a width of 120cm
- There is an original internal half wood and half glazed door from the vestibule into the main hall/reception area. The door is 91cm wide and 194cm high. The door handle is 75cm from floor level.
- The vestibule and hall are also well lit with natural light during the day and internal lights at night. The inner hall light and stair light are on movement sensors.
- The level floor in the hall is wooden, but the section immediately after the vestibule is also covered by a small loose floor runner carpet – this can be moved if required.
- The hall is approx. 360cm from the vestibule door to the stairs with a maximum width of 120cm.
- The hall leads to the guest dining, owner's area and Hadrian guest room.

1.5 Guest Lounge /Dining area

Guest Lounge / Dining Room



- Breakfast is served in the ground floor dining/lounge room, off the hall. However, it is possible to have a continental breakfast in your room, by arrangement.
- Lighting is natural together with a central ceiling light and wall lights.
- There are three tables for guests. The tables are 75cm long by 75cm wide and have a height of 76cm.
- The chairs are standard height (100cm) ladder backed with no arms and a seat height of 45cm. No chairs with arms are available.
- Our breakfast menu is provided on arrival for ordering the night before and has a 20pt font size – it can be provided in larger print if required.
- A breakfast buffet is available from a sideboard with a serving height of 80cm. However, we can help where appropriate. All other breakfast items are served to the table.
- We cater for allergies and special dietary requirements. Please inform us in advance of these.

Guest Lounge / Dining Room



- TV news is usually playing in the background during breakfast. Please let us know if you wish this to be switched off.
- Flooring is wood throughout
- Furniture can be moved on request
- Guest are not permitted to enter the kitchen / owner area of the property.

1.6 Guest Rooms: General Information

- Tea, coffee, milk, water and biscuits are provided on our hospitality trays.
- We also provide a hair dryer and a hair straightener cooling mat.
- An iron and mini ironing board are provided in each room.
- Our mattresses and bedding – duvets and pillows - are made with synthetic materials. Spare pillows are available within the room. There is a throw over blanket for cool nights in the room.
- There are 1 or 2 chairs in each room.
- There is a wall mounted TV with remote control and a small bed side alarm clock in each room.
- There is a folder in each room which contains information about Castle View House, places to eat in Morpeth and emergency contacts.
- No telephones are available in rooms.
- There are fridges in each of the guest rooms.
- All rooms have free Wi-Fi access (password is displayed in the room).
- There is a hard wired smoke detector so there is no smoking or vaping throughout Castle View House.

1.7 Guest Room – Hadrian

- Located in the ground floor of property.
- Flooring is wood throughout.
- Furniture includes: two single beds, (68cm mattress height) small dressing table and stool, chair, clothes hanging rack, fridge, TV with remote
- Some furniture can be moved on request
- Doorway (73cm width)
- Lock height (100cm) from floor
- Handle height external (78cm) internal (78cm) from floor
- Light switch height from floor level (130cm)

Hadrian en-suite

- Folding door – opening out. (width 60cm – when open)
- Tiled floor and walls
- Sink with under cupboard storage (height 90cm)
- Corner shower cubicle has a step edge (8cm) and sliding corner doors (opening 40cm wide)
- Shower mats provided
- Light switch and extractor switch height (135cm from floor level)
- Shower controls (110cm, shower head adjusts 150cm – 205cm from shower tray)

Hadrian Twin En-suite Room



1.8 Access to first floor

First Floor Access



- Warkworth, Alnwick and Dunstanburgh guest bedrooms are accessed via an internal staircase consisting of 20 steps to the landing. Each step is 94cm wide with an 18cm riser (due to settlement step 1 is 11cm). There is a return on the staircase after the first 8 steps, landing then 5 steps, landing then 7 steps.
- The staircase has a balustrade on one side only, with the wall on the other side. The balustrade has an average height from the stairs of approx. 90cm. No other handrails/grabs are provided.
- The main landing area is 1m wide by 4.5m maximum. Due to the age of the property the house has settled resulting in a slight slope on the landing of 4 degrees.
- The stairs and landing area are fully carpeted.
- The stairs and landing are naturally lit during the daytime with internal lighting in the evenings set off by a movement sensor.
- Partially disabled visitors would need to be able to negotiate the entrance step to the house and then the 20 stairs to their rooms.
- Assistance (Guide) Dogs are accepted but we are unable to provide facilities for them such as beds. No other pets are accepted.
- All signage is printed and fire signs meet current regulations.
- No ramps are provided and there are no public facilities such as toilets, seating areas and telephones.

1.9 Warkworth Guest Room

- Located in the 1st floor (21 steps to reach door)
- Flooring is short pile carpet
- Furniture includes: One double bed (56cm mattress height), two bedside cabinets, small dressing shelf and chair, wardrobe, fridge, TV with remote
- Some furniture can be moved on request
- Doorway (74cm width, height 196cm)
- Lock height (105cm) from floor
- Handle height external (90cm) internal (116cm) from floor
- Light switch from 135cm from floor level

Warkworth en-suite

- Folding door into room – opening out. (width 59cm – when open)
- Tiled floor and walls
- Sink with under cupboard storage (height 87cm)
- Corner shower cubicle has a step edge (14cm) left hinged door and (opening 54cm wide)
- Shower mats provided
- String pull light switch / extractor height (130cm from floor level)
- Shower controls (100cm, shower head adjusts 150cm – 200cm from shower tray)



2 Alnwick Guest Room

- Located in the 2nd floor (21 steps to reach guest room door)
- Flooring is short pile carpet
- Furniture: Twin beds that can be linked together to make a super king, (height 68cm) two bedside cabinets, dressing table, two chairs, side tables, wardrobe, fridge, TV with remote
- Some furniture can be moved on request
- Doorway (80cm width, height 196cm)
- Lock height (110cm) from floor
- Handle height external (85cm) internal (85cm) from floor

Alnwick en-suite

- Hinged door into room – opening out. (width 63cm – when open)
- Tiled floor and walls
- Sink with under cupboard storage (height 87cm)
- Corner shower cubicle has a step edge (14cm) left hinged door and (opening 55cm wide)
- Shower mats provided
- String pull light switch / extractor height (145cm from floor level)
- Shower controls (110cm, shower head adjusts 155cm – 195cm from shower tray)

Alnwick Super King or Twin En-suite Room



2.1 Dunstanburgh Guest Suite

- Located in the 2nd floor (21 steps to reach guest room door)
- Flooring is wooden floorboard and rugs
- This room may not be suitable for those with mobility issues due to the steps within the room and bathroom

Entrance / hall



- Doorway (80cm width, height 190cm)
- Lock height (140cm) from floor
- Handle height (80cm) from floor
- Hallway hanging rail (180cm height)
- Light switch from floor (135cm)

Lounge Area / Twin beds



- Furniture: Sofa / Day bed (height 60cm)
Converts into twin beds (90cm by 190cm), bedside table, kitchen cabinet, sink(90cm height), fridge freezer, microwave (150cm from floor)
TV with remote
Lightswitch (135cm from floor)
- Doorway (73cm width, height 197cm)
- Lock and handle height (90cm) from floor

Main Bedroom



- Step down into main bedroom (13cm)
- Light switch height (145cm from floor) additional light switch by bed.
- Furniture: Superking bed (mattress height 70cm) two bedside cabinets, drawers, two-three chairs, side table, open wardrobe, TV with remote, chaiselounge (height 37cm)
- Some furniture can be moved on request
- Sliding doorway (80cm width, height 202cm)
- Lock & handle height (100-113cm) from floor
- Open wardrobe (156cm from floor)

Dunstanburgh en-suite bathroom



- Hinged door into room. (width 76cm, height 191cm)
- 2cm step into the bathroom.
- Tiled floor and shower walls
- Sinks x2 (height 85cm)
- Step into shower (22cm) Shower size (80cm by 168cm) with opening 55cm wide
- Shower mat provided
- External light switch (146cm from floor level)
- Shower controls (118cm, shower head adjusts 120cm - 220cm from shower tray)
- Raised Bath (step up to 16cm) Height of bath = 64cm
- Dressing table, chair
- Toilet (45cm height)
- Cupboard storage behind toilet (handle 112cm from floor)

2.2 Registration

You are required by law to register with us. We will therefore provide you with a basic registration form to complete on arrival.

We will collect the following information:

Castle View House - Registration Form				
Surname/Family Name		First Name(s)		
Home Address Postcode:		Phone No.		
		Email		
Nationality		Date of Arrival / /		No. of Nights
Car Registration No.		Make/Model		
Overseas Visitors Only				
Passport No.	Place of Issue		Next Destination	
All Visitors				
How did you hear about us?		Signature		

2.3: Additional Information

- Evacuation procedures are in all rooms. This can be discussed with guests on arrival.
- We have smoke alarms in the bedrooms, hall, landing areas, guest dining room / lounge but not in the en-suites. Please let us know on arrival if you won't hear the alarms.
- The building can be evacuated via the front door.
- There is emergency lighting in stairwells of the house.
- The property is fully no smoking and no vaping.
- Free wifi is available throughout the house.
- Dunstanburgh suite is the only room with interconnecting rooms. Two of our guest rooms (Warkworth & Alnwick) are opposite to each other but are not interconnecting rooms. For bookings with carers, we can only help if we have availability of the suite or both rooms for the dates you require.
- We provide in room fridges should you require to store medicines or special dietary foods.
- We do not employ staff but are usually here, contact details are left when we are out.
- Emergency call procedure can be discussed for any special needs.
- Allergy Notice: We have a family cat named Diesel who is not permitted to enter the guest bedrooms.

2.4: Terms and Conditions of payment and stay

- ✓ Where no advance reservation has been made payment will be requested in advance.
- ✓ Payments for stay are due one week prior to arrival
- ✓ Long stay guests payment is due on the Friday of each week unless alternative agreements have been made.
- ✓ Payments can be made in cash, by debit or credit card. Sorry we can't accept cheque.
- ✓ We reserve the right to refuse admission
- ✓ Lost keys will be charged at £150 (to cover the cost of replacement locks and keys)
- ✓ Lost parking permits will be charged at £60 (to cover the cost of replacement)
- ✓ Check in time is between 4pm – 7pm, however we are happy to be flexible with prior arrangement
- ✓ Check out time is 10am on the day of departure

Damage and Breakage

- ✓ We are sure that you will take care whilst you stay with us, and we acknowledge that accidents sometimes happen. We do however reserve the right to charge for any damage or breakages, or to make a charge if we are unable to re-sell the room as a consequence of the damage.

Our Liability

- ✓ We do not accept any liability for damage to your property or injury to you (or other members of your party) whilst on our premises unless caused by the negligence of us, or our employees. Any dispute between us will be governed by the non-exclusive law of the English Courts.

2.5: Cancellation Policy

- ✓ A reservation forms a legal contract for the total cost of the booking.
- ✓ If the booking is cancelled less than 7 days before arrival and we are unable to re-sell the room,
- ✓ In the event of a no show or booking reduction (after arrival date), the full value of the booking will become payable and charged to the card used to secure your booking.
- ✓ We are a small business and rely heavily on forward bookings, which means that cancellations can have a significant impact on us. As such, guests are strongly advised to take out travel insurance to cover for any unforeseen circumstances.

2.6: Contact Information

Address: Castle View House B & B, 6 Dacre Street, Morpeth, Northumberland, NE61 1HW

Telephone: 01670 512042

Email: welcome@castleviewbandbmorpeth.co.uk

Website: www.castleviewbandbmorpeth.co.uk

Hours of operation: We are open all year but do take occasional holidays. The B&B is our home so is occupied 24 hours.

Emergency number: 07920 462160

We welcome your feedback to help us continually improve. If you have any comments please use the contact information above to let us know.