

Access Statement Broad Bay House

CONTACT DETAILS:

- **Address:** Broad Bay House, Back, Isle of Lewis HS2 0LQ
- **Tel no:** +44 (0)1851 820390
- **Emergency 24-hour contact number:** as above
- **E-mail address:** stay@broadbayhouse.co.uk
- **Website:** www.broadbayhouse.co.uk
- **Contact:** Sue or Tom Reid (owner)
- **Availability:** Open all year round

Broad Bay House was purpose built as a bed and breakfast in 2006, it is also our home. Access for people with limited mobility and / or wheelchair users is excellent with all guest bedrooms, guest lounge / dining room and guest study all on the ground floor. There are no steps and access into the B & B is all on one level. Please ask if you have any specific needs and we will do all we can to help.

We are sorry but Broad Bay House is not suitable for families with babies and children under 12 (unless the whole house is booked by the one group/family).

PRE-ARRIVAL:

- We are located on the Isle of Lewis, 8 miles north of Stornoway. Whilst located close to a main road there is limited public transport, so our location is not ideal for those travelling without a car who wish to explore the area independently.
- Taxis are usually available to and from the airport and ferry port and one can be booked in advance.
- The nearest shop is in Stornoway.
- The nearest petrol station is in our village – Back – approx. 1 mile from the B & B.
- Our website www.broadbayhouse.co.uk has clear pictures of our accommodation and of the services we provide. It is strongly suggested you visit these pages to see our accommodation and facilities.
- The house is strictly non-smoking throughout.

ARRIVAL & CAR-PARKING:

- Please advise us of your anticipated time of arrival. Check in is from 3.00pm – 7.00pm. Earlier or later arrival may be possible by arrangement.
- Ample off-road parking is available in our tarmacked carpark at the front of the house. The entrance to the car park is via our driveway off the main road. The parking area is well lit at night. We can accommodate up to 5 cars.
- On arrival guests may park their car in the car park and enter the B & B via the main front door and ring the guest bell. This door is always open. Access to the front door is via a

decked ramp which is suitable for wheelchair users and the main entrance is at floor level – there are no steps into the B & B.

- We offer assistance with luggage both on arrival and departure.
- Guests are shown around the house including the various guest public rooms and then to their bedroom. All facilities are explained.
- On arrival guests are asked to fill in the registration card. Keys are provided to all guests for their bedroom.

ENTRANCES & LIGHTING:

- There are no steps up to the front door. All rooms are on the ground floor, with easy access for all. There are no steps inside the B & B.
- Low wattage lighting is kept on in the lobby area and the hallway all night. There is emergency lighting in the lobby and hall in the event of power failure. The front door & entrance to and from the carpark has good lighting which is automatically switched on at dusk and switched off at around 11pm.
- All guest bedrooms have an emergency torch in the desk drawer.
- All public guest areas have emergency lighting.

GUEST ACCOMMODATION – PUBLIC AREAS:

- The main hall leads to the guest entrance/exit door and a small utility room which has a sink and water, washing machine, tumble dryer and facilities for hanging, cleaning / drying wet or muddy clothes. A First aid kit is also located there.
- The main hall also leads to a guest cloakroom. There are no handrails.
- The main hall also leads to all the guest bedrooms.
- The main hall also leads to the guest study.
- The main hall then leads to the large guest lounge and dining room, again all on one level. The guest lounge / dining room has oak flooring and a wood burning stove.
- The house is centrally heated throughout. Each guest bedroom has their own thermostat. Temperatures can be adjusted within each guest bedroom.
- All public rooms and bedrooms have fire rated doors – the bedrooms and guest lounge / dining room being self-closing.
- Ceiling mounted audible smoke / fire detectors are installed throughout the house in all rooms and public areas.

GUEST LOUNGE / DINING ROOM:

- Guests are welcome to use the guest lounge and dining room at any time. This room is exclusively for guests only.
- Spotlights, lamps and dimmer switches offer good and flexible lighting options.

- There are two emergency exits in this room leading out to the back of the house onto a decked area that surrounds the back of the house. One small step leads out of this room onto the decked area. There are then 7 steps down off the decked area onto the grass at the back of the house. The main hallway provides an alternative level emergency exit out the house to the front of the property for wheelchair users and those that are less mobile.

BEDROOMS AND EN SUITES:

- The bedrooms have fitted carpets, the bathrooms vinyl or tiled flooring.
- All bedroom entrance room doors have locks and keys. The door opening widths are wide enough to accommodate a wheelchair.
- All bathrooms offer rubber bathmats.
- Please see individual bedrooms for bathroom spec.
- Beds are super-king or king size depending on which room you book. All bedding is fine Egyptian cotton bedlinen with goose-down duvets. For those with allergies synthetic duvets and pillows are available on request.
- There is a folder in each bedroom that provides further helpful local information and a welcome letter on arrival.
- Emergency information is available in each room, showing the best route to leave the building in an emergency.
- All beds have excellent access on both sides.

ROOM 1:

- Room 1 has been unobtrusively designed for the less mobile whilst maintaining a stylish luxury feel, making it suitable for everyone.
- The en-suite is a large stylish wet-room with a power shower, black sparkly non-slip floor, floor to ceiling tiles and a low-level washbasin. Designed for the less mobile and is an excellent size for wheelchair users. A seat is available for the shower should you require.
- Light switches in the room are at wheelchair height.
- The bed height can be adjusted should you require.

OUTSIDE:

- At the back of the house there is a large grassed garden with views and access to the beach. There is outdoor seating on the deck at the back of the house and on the grass in the summer. Please ask for additional chairs, rugs etc. There are 2 steps and then a further 7 steps down onto the grassed area via the deck at the back of the house. Alternatively, the back garden and sea view can be accessed from the front of the house, where it is all on one level. However, there is a large gravelled area to the side of the house which must be crossed to get to the back of the house.

- The beach can be accessed via the gate at the bottom of the garden. The beach is safe and sandy (once the tide is out) and may be accessed by going left through the gate at the bottom of the garden and making your way (carefully) down the cliff. There is no path and pebbles and rocks need to be crossed before gaining access to the sandy beach. Please be aware that storms can have a dramatic effect on the beach, temporarily revealing bare rock and washing up debris, so please take care.

ADDITIONAL INFORMATION:

- Please refer to fire escape procedures in your bedroom when you arrive. The house is equipped with a full fire alarm system, with detectors and sounders in every room. The fire alarm sound is rather loud and unmistakable. If the alarm sounds, please follow the evacuation instructions on the wall near the bedroom door.
- If you have hearing difficulties and may not hear the fire alarm – please notify us immediately so we can arrange for special action in case of emergency.
- Some mobile networks can prove difficult. Please ask to use our landline phone if necessary.
- Wireless Internet is provided.
- Please let us know of any special dietary requirements. We are unable to guarantee that our food is 100% nut or other allergen free. Please do note that owing to the high volume of fish and shellfish which is processed in the kitchen we are unable to serve any customers with a severe fish or shellfish allergy. Please refer to our website.

This access statement was produced in January 2020 and was updated Feb 2024.