

## GILPIN LODGE ACCESS STATEMENT

Updated 1<sup>st</sup> May 2009

Gilpin was originally built in 1901 and so does have some physical limitations to accessibility. However, as we have extended the hotel we have been able to improve the facilities. We are happy to take assistance dogs.

Our most important asset is our long-standing team who have many years of experience. We specifically undertake no weddings, business meetings or large parties at Gilpin, preferring to concentrate on individual guests with genuine care, sensitivity and understanding. Please explain any individual needs to our reception team, who will be able to advise on the most suitable options. Please also take advantage of the virtual tour on our website at [www.gilpinlodge.co.uk](http://www.gilpinlodge.co.uk) which includes all bedrooms, public areas and gardens; this gives a very good visual indication of the hotel layout.

### ARRIVAL

We have a long driveway, well-lit with a drop off point next to the front entrance with reserved parking for guests with reduced mobility. The entrance is currently gravel, which is not perfect but is very well compacted and adequate for the very short distance of less than a metre from the car to the doorway.

We offer a portage service for luggage and greet guests at the front door or at their car. Please leave luggage in your car on arrival so that we may bring this to your room.

We have one very shallow step up to the front porch, for which we have a portable ramp.

### PUBLIC AREAS

All the public areas within the hotel are on the ground floor, including the restaurant, lounge, bar, bar gardens and cloakrooms. All are on one level and are suitable for wheelchair users.

We have a wide variety of chairs and tables of different heights and back supports.

We have a purpose built toilet for wheelchair in the bar.

### DINING

We offer large print menus on request and 24 hour room service. Perhaps enjoy breakfast served to your room and join us in the restaurant in the evening.

Allergies and specific food tolerances are fully catered for, although we cannot guarantee against trace elements. We are very happy to change the menu for guests or to offer specifically requested dishes; our menu is guest-led, not chef-led! Equally, our chefs are extremely happy to discuss any specific requirements.

### ACCESS FROM PUBLIC AREAS TO THE BEDROOMS AND GARDEN SUITES

Unfortunately, due to the constraints of the original building we do not have a lift. The hotel is built on a hill, and as such although the bedrooms are all on a different floor to the public areas, 14 of the bedrooms are still on ground level.

Consequently, internal access between the public areas and bedrooms is via stairs, all of which have railings. Some of these bedrooms are located next to the stairs leading to the public areas and whilst there may be one flight of stairs to negotiate, the actual distance from these bedrooms to the public rooms is no more than 15 metres.

The ground floor bedrooms all have lounge areas and direct access through patio doors to the gardens and car park, all of which are on the same level. As a result use of the stairs can be minimised with access needed only for the restaurant.

We offer to collect and drop off all guests from the Garden Suites (or indeed any of the bedrooms) to the hotel entrance. Please note it is difficult to wheel from the Garden Suite to the hotel entrance due to the steep hill.

## THE BEDROOMS AND GARDEN SUITES

Most of the bedrooms are not suitable for wheelchair users, but are suitable for people with some reduced mobility, perhaps with walking sticks or crutches. Please ask which rooms would be most suitable on booking. We will happily rearrange or change bedroom furniture to meet specific requirements. All bedrooms have small fridges which can be emptied for storage of medicines.

We have one Garden Suite 'Crinkle Craggs' specifically adapted for wheelchair use, located in a separate wing to the main hotel approximately 150 metres from the hotel entrance.

- This suite has reserved car parking next to the bedroom entrance, no more than 4 metres from the car to the bedroom.
- The bathroom in is adapted for wheelchair users.
- Pull cord alarms are located in the bathroom and lounge.
- The bed is king size with ample space to the side. The bed can be converted to a twin, as can many of our bedrooms.
- A wheelchair may also be taken outside into the bedroom's private, south facing garden with its own private Canadian cedarwood hot tub.
- In-room spa treatments are offered including a fully qualified sports physiotherapist who has helped many of our guests with treatments.
- A portable Bellavita Bath lift is available for assistance in entering and exiting both the bath and hot tub.

On behalf of the family and all the team, we wish you an enjoyable and relaxing stay.

John, Christine, Barney and Zoë Cunliffe

Gilpin Lodge  
Crook Road  
Windermere  
Cumbria  
LA23 3NE

Tel: +44 (0)15394 88818  
Fax: +44 (0)15394 88058  
Email: [hotel@gilpinlodge.co.uk](mailto:hotel@gilpinlodge.co.uk)  
Web: [www.gilpinlodge.co.uk](http://www.gilpinlodge.co.uk)