

Access Statement for Richmond House

Introduction

Richmond House is a nine bedroom B & B with restaurant open nightly to residents and non-residents.

The property was built in 1863/65 and still retains some period features although all guest bedrooms have been recently refurbished to a high standard, offering modern and comfortable accommodation.

We make every effort to make your stay with us is as memorable as possible.

Unfortunately our corridors are too narrow for wheelchairs and zimmer frames to pass through without hinderance, therefore they must be left in the hallway where space is provided for storage.

Richmond House does not cater for children (under 18's) or pets.

Most of our rooms are set around a central courtyard so we can guarantee a quiet nights sleep.

Pre-Arrival

- We have a website that our guests can visit www.richmondhousehunstanton.co.uk
- We are two minutes walk from the bus station, town centre, theatre and sea-front.
- When booking name, address and dates required will be asked for so that a confirmation letter can be posted to you. This can be done by e-mail if preferred.
- We don't accept any card payments or cheques, cash only, therefore no deposit is required but we do ask that if you need to cancel your booking, you let us know as soon as possible so we can re-let the room.

Arrival & Parking Facilities

- Our front door is open from 7am to 12am, no front door keys are given. If you are attending a function or special event, arrangements can be made for access after this time.
- The enquiries bell is at the end of the entrance hall, beside the barrel. Please ring and we will be with you as soon as possible.
- We are happy to help you with your luggage.
- There is plenty of unrestricted on-street parking to the front of the property and on the street opposite. Most streets in Hunstanton are free of double yellow lines.
- Also, there is a pay and display car park just 30 yards away which is charged at £5 per day. This car park is free between 6pm and 8am.

Main Entrance

- There is one step into the porch from the front patio area which is 8cm high and 37.5cm deep, then the hallway is level throughout.
- The dining room and bar lounge are both located off the main entrance hall.
- Two toilets are situated under the stairs for guests and diners use.
- The lift to the first floor is to the right of the main hallway.
- There are 14 stairs to the first floor, each 17cm high x 26cm deep, four stairs to a platform, then 8 stairs to a platform, then two stairs to the landing.
- Our two superior rooms have access to the corridor off the main hallway. They offer spacious accommodation; 1 x double with bathroom en-suite and private lounge, 1 x twin with bathroom en-suite and private lounge.

Public Areas

- The restaurant is open between 6pm and 9pm (8pm in quieter times).
- Our bar, which is open to residents and diners only, is open from 6pm – 11.30pm and closes at 12 midnight.
- Please feel free to use the bar as a lounge during opening hours, tea and coffee can be served.
- There is free wifi available, please ask for the access code.
- We offer use of our landline phone to our residents in emergencies.
- Our bar and restaurant are in a classic style with some period features.
- We have a lift to the first floor which will help those with mobility issues and those with heavy cases.
- There is a full alarm system in place with smoke detectors in every bedroom and emergency lighting to guide you in case of fire.
- Fire fighting equipment and clear signage is in place throughout.
- Please make your nearest escape route in case of fire, a priority on arrival.
- We are a strictly no-smoking B & B.
- Richmond House has most rooms set around a courtyard so corridors are long and narrow. All steps have been made into ramps or long but gentle inclines.

Breakfast Room

- Breakfast is served in the restaurant.
- We serve breakfast at 8.30am as we cook everything fresh to order.
- All tables and chairs are of good quality solid wood with padded seats and are moveable to allow for walking aids etc.
- The doorway is wide enough for a wheelchair if needed.
- Any dietary requirement can be catered for with prior notice.
- Our full breakfast menu is available on our website and in room info sheet.

Outdoor Facilities

- We have a terrace at the front of the property, in good weather tables and chairs are provided so you can watch the sunset over the sea. Food from the restaurant can be served outside if required.
- Ashtrays are provided.
- Our courtyard also offers an alternative smoking area when the front door is closed.
- Drinks from the bar can be taken out to the seating area at the front.

Restaurant/Bar

- Both of these rooms are situated off the main entrance hall. Both are well appointed, light and bright with high ceilings and your table is yours all evening. We never rush our customers or over book the tables.
- We serve a huge variety of dishes in the restaurant, our full menu and specials are on our website.
- The bar is well stocked with wines, spirits and draught beers, and offers views out to the wash. Some evenings Dave (proprietor) offers entertainment playing hits of The Shadows on his guitar.

Bedrooms

- We have nine bedrooms.
- Two of these are on the ground floor and are superior rooms as they have a private lounge area.
- The other seven rooms are on the first floor. Six double/twin all with shower or bath en-suite and one single room with private shower room.

- All bedrooms are carpeted throughout.
- Every room has a seating area.
- A flat screen TV is provided with freeview and subtitle facilities.
- An information leaflet is in the bedside drawer.
- Well stocked beverage tray which is refilled daily.
- Hair dryers are provided.
- Some rooms have touch-lights.
- Double beds are 4ft 6in x 6ft 6in.
- Single beds are 3ft x 6ft 6in.
- All mattresses are 28cm deep, posturepedic divans with medium/firm comfort rating.
- All duvets are hollow fibre and pillows are anti-allergy filling.
- Rooms must be vacated by 10am on day of departure.
- If you would like to have a lay in while you're here and miss breakfast, then let us know the night before and your room can be serviced later.
- All rooms serviced daily.
- All bedlinen is polycotton 70/30.

Bath / Shower En-Suites

- Flooring is vinyl up stairs and tiled ground floor.
- We have three double rooms with bath en-suite (shower attached on mixer tap).
- One twin room with shower en-suite.
- One single room with private shower.
- All showers are in cubicles and are powered by a pull cord connected to the electricity.
- Non-slip bathmats are provided in all en-suites.
- All of our bathrooms are tiled and have co-ordinated flooring, curtains etc.
- A good selection of quality toiletries are provided.
- All taps are easy to turn on and off.
- Some toilets are push button flush.
- Bath sheets and hand towels are provided in every room.
- Room 6 – Double bedroom with shower en-suite. One 20cm step down into bathroom and a 29cm step up into shower.
- Room 7 – Twin bedroom with shower en-suite. No steps into bathroom, 22cm step up into shower.
- Room 8 – Double bedroom with shower en-suite. Two steps into bathroom 19cm high and a 27cm step up into shower.
- Room 9 – Single bedroom with private bathroom. No steps into bathroom, 25cm step up into shower.
- Room 10 – Double bedroom with bath en-suite. No steps into bathroom, 50cm step up into bath.
- Room 12 – Double bedroom with bath en-suite. Two steps up into bathroom 14cm high, 56cm step up into bath.
- Room 12a – Double bedroom with bath en-suite. Three steps down into bathroom 18cm high, 56cm step up into bath.
- Suite 3/2 – Twin bedroom with bathroom en-suite. No steps into bathroom, 56cm step up into bath.
- Suite 5/4 – Double bedroom with bathroom en-suite. No steps into bathroom, 53cm step up into bath.
- There are no handrails into bathrooms with steps.

Contact Information

- Owners – Anya Bagnall and Dave Hallas
- Address – 6/8 Westgate, Hunstanton, Norfolk PE36 5AL

- Telephone – 01485 532601
- Email – davidhallas1943@talktalk.net
- Website – www.richmondhousehunstanton.co.uk

Local Transport

- King's Lynn Railway Station – 0845 026 4700
- Buses (Traveline) – 0871 200 2233
- Local Taxi – 01485 535555

Useful Information

- Doctors Surgery – 01485 532859
- Queen Elizabeth Hospital – 01553 613613
- Boots Chemist – 01485 532228
- Stainsbys Garage – 01485 570243
- Hunstanton Eyecare – 01485 532326
- Hunstanton Library – 01485 532280
- Princess Theatre – 0843 538 7399
- Tourist Information – 01485 532610
- King's Lynn Corn Exchange – 01553 764864
- Dental Access Centre – 01553 769264
- Mobility 2000 – 01485 533400
- Salon 63 (Hairdressers) – 01485 532873
- All numbers correct at time of going to print