

BROOKDALE B&B ACCESS STATEMENT

At Brookdale we are committed to ensuring that all our guests are given a warm welcome and their needs are catered for, it is vital that we make every effort to ensure that we make ourselves aware of any guests who have special needs or disabilities, in order to make their stay with us as enjoyable as possible.

It is our aim that guests with special requirements do not feel that they are discriminated against in any way and they are welcomed in the same way in which we deal with all our guests.

We are committed to ensuring that all guests are made aware of Brookdale B&B's physical layout, so that they can make a fully informed decision as to whether Brookdale is the kind of place they wish to spend their stay in Wade bridge.



It is our policy to conform to all relevant legislation.

BROOKDALE was built in 1912 and has two steps leading into the front door of the property and that we do not have any ground floor bedrooms and no lift is available to any floor, as the bedrooms are on the upper two levels only accessible by going up stairs to each level and although we would try to overcome any physical barriers and limitations that exist.

WHEELCHAIR USER GUESTS

Guests who are wheelchair bound will find access to our b&b very restricted.

VISUALLY IMPAIRED GUESTS

Where guests are visually impaired it is our aim to provide and help to their individual needs. You could inform us of this on booking we will assist you if required to do so upon arrival.

HEARING IMPAIRED GUESTS,

We would ask guests with any hearing impairments to advise us on booking so upon arrival we can assist them in any way and we also need to know in case of fire evacuation.

If you require any other details or requirements do not hesitate to contact Debbie or Chris on 01208-815425 or enquires@brookdalebandb.co.uk and we will ensure our best attention to this matter.

ENVIROMENTAL POLICY

We believe that our key impacts on the environment are energy use,waste management and emissions to air.

COMPLIANCE

We comply with and keep up to date with all legislation and regulatory obligations and duties of care covering our operation.

ENERGY SAVING

All rooms have energy saving bulbs.tv's turned off at plug when not in use,fridges dishwashers and central heating/water boiler are energy efficient.

WASTE MANAGEMENT

Reduce where possible and recycle all plastic,paper,cardboard,glass and green waste.

TRANSPORT

Wherever possible shop locally and walk to the shops to minimize emissions.

SMOKING POLICY

Smoking is not permitted in any part of the property the front garden area is always available for guests to use.

BOOKING TERMS AND CONDITIONS

In the event of a cancelation with less than 10 days notice your deposit will be refunded if the room is re let (we will do our utmost to re let the room).minus a £5.00 booking fee.If 10 days or more your deposit will be refunded minus a £5.00 booking fee. Children are welcome ask for rate reduction dependant on age.

ROOMS

All rooms have tea/coffee making facilities,hair dryers,clock radios, flatscreen freeview televisions,wi-fi broadband,central heating,additional heaters or fans available,iron and board available,all rooms have en-suite facilities towels included electric shaver point.