

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

## **Access Statement for Lenox House Bed and Breakfast, Granville Road, St. Margaret's Bay, Dover, Kent CT15 6DS**

### **Introduction**

Lenox House Bed and Breakfast is located in the Village of St. Margaret's Bay. The property offers two inter-linked spacious double bedrooms with en suite bathroom with uninterrupted sea views. There is also a further large double bedroom with its own private bathroom also offering excellent views across the Channel.

Lenox House is a large late Victorian marine residence that was once the home of a British Ambassador and has recently been refurbished. Whilst we aim to meet the needs of all our guests there are some period features to the property which might make access difficult for people with limited mobility.

The property is tastefully furnished and equipped to a very high standard and both guest rooms offer spectacular sea views towards Calais and the French coast. Located in White Cliff Country in the heart of St. Margaret's Conservation Area, Kent Coastal Trail, Pines Gardens, Coastguard Pub/Restaurant and Beach all within four minutes on foot. St. Margaret's Bay is surrounded by National Trust Land and offers excellent Pubs, Restaurants, Village Shops and Post Office. The Historic City of Canterbury and Sandwich only twenty minutes drive and the Port of Dover is just five minutes by car. Dover, Deal and Walmer Castles are all within twenty minutes drive.

We look forward to welcoming you. If you have any queries or require any assistance please telephone 01304 853253 or email [sheena\\_lenox@hotmail.co.uk](mailto:sheena_lenox@hotmail.co.uk).

## **Pre-Arrival**

- We are located within the Village of St. Margaret's Bay and our postal address is Lenox House, 27 Granville Road, St. Margaret's Bay, Dover, Kent CT15 6DS.
- For full details and maps of how to reach us please see the Location Section of our Website. Alternatively, you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info). Simply enter your postcode and ours, which is CT15 6DS to get directions.
- The nearest shops are within walking distance.
- The nearest bus stop is at the end of Granville Road. There is a bus shelter with seating. Buses (No. 15) run approximately every forty-five minutes to the Towns of Dover, Deal and the surrounding area. The bus service stops prior to midnight.
- The nearest train station is in the Village of Martin Mill (2 miles away); Dover Priory is four miles away but is served by the High Speed 1 service which takes one hour eight minutes from London St. Pancras. Dover also offers waiting taxis.
- Crossing the Channel: The Port of Dover is served by numerous ferry companies - P&O, DFDS Seaway and Norfolk Like with routes to Calais and Dunkirk. Services from Ramsgate (14 miles) go to Ostend. These all serve both foot and car passengers. The short sea route to Calais takes about 1 hour 30 minutes making day trips an option.
- Eurotunnel Services for car travel to Calais run from Folkestone (7 miles) a bit quicker than the ferry (35 minutes) and also a day trip option.
- Eurostar Foot Passenger, services for Paris and Brussels run from Ashford (20 miles). Paris is 2 hours 15 minutes and Brussels just under 2 hours.
- We have tried to ensure that the above information is accurate and current - but please double check.
- We are able to accommodate Guests' well behaved dogs and other pets and of course welcome assistance dogs but do please check with Sheena at the time of booking.

### **Car Parking and Arrival**

- On street parking is available and there are no restrictions.
- Private off street car parking is available by arrangement only and subject to availability.
- Access to Lenox House is gained through a gated archway down a series of shallow meandering recently constructed Indian Sandstone Steps which are of varying dimensions but on average 4" deep, 30" in length and 36" in width reflective of the Bayside Topography in which the property is situated.
- The steps are well lit at night by permanent path lights and entrance to Lenox House itself is down three final steps, 60 inches long, 8 inches wide and 8 inches deep onto a wide terrace which is well lit at night by a motion sensor and overhead lamp.

### **Welcome Area**

- Guests are welcomed into the drawing room which is level throughout and tastefully furnished with many antiques.
- There is abundance seating available on sofas and chairs.
- The drawing room with its panelled walls and moulded ceiling is well lit with wall lights, sconces and table lamps,
- Assistance can be given with luggage.

### **Bedrooms**

- Our guest rooms are accessed by means of stairs with fourteen 200mm (8 ins) steps. There is a hand rail on one side.
- Our beds are normally made up with sheets and blankets but duvets can be provided if preferred. Our standard pillows are feather and down, however alternatives are also available. Please specify before your arrival if required.
- There is seating, bedside tables, bedside lamps, a wardrobe, plus a chest of drawers/dressing table provided in each room.
- Flat screen Freeview Digital TV/DVD with subtitles available.

- The blue bedroom has a double .... French style bed, 710 mm (28 ins) high with access from both sides and is adjacent to the bathroom.
- The pink bedroom has a standard double bed, 580 mm (23 ins) high with access from both sides and links into a second double bedroom with two single beds 580 mm (23 ins) high which leads into the en suite bathroom.

### **Bathrooms, Shower-rooms & Toilets (Ensuite or Shared)**

- The bathroom belonging to the blue bedroom has a toilet 395 mm (15.5 ins) in height with heated towel rail.
- The bathroom belonging to the pink bedroom has a separate toilet 395 mm (15.5 ins) in height with heated towel rail.
- A whirlpool spa bath (with non-slip bath mat) incorporating a wall mounted Mira shower fixture.
- The en suite bathroom in the pink bedroom is accessed via a 635mm (25 ins) wide, step free/level entry doorway from the bedroom.
- Toilet 355 mm (14 ins) high and a shower bath (with non-slip bath mat) incorporating a hand held shower fixture.

### **Public Areas - Halls, Stairs, Landings, Corridors**

- All public areas, halls, stairs and landings are well lit using a combination of ceiling and table lamps.
- The lobby has a quarry tile flooring covered by a selection of Indian rugs.
- The hallway is carpeted.
- The upper landing has parquet flooring.
- There are three steps down to the guest breakfast/dining room 200 mm (8 ins) steps.
- The stairs are carpeted which lead onto a large hallway leading off to the guest breakfast/dining room or out onto the front veranda and terraced garden.
- The house is fully centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements.

- There are automatic audible smoke alarms in both the downstairs and upper halls and corridors.

### **Public Toilet**

- There is a small unisex downstairs toilet which is available to guests during the day/evening.
- The toilet is located off the lobby and is accessed via a 700 mm (27.5 ins) wide door and is step free/level entry.
- Toilet 380 mm (15 ins) high.

### **Dining Room**

- The guest breakfast/dining room is situated off the front hallway on the ground floor and the entrance is 700 mm (30 ins) wide and step free/level entry.
- Parquet flooring throughout.
- Large windows allowing plenty of natural light supplemented by an adjustable overhead chandelier and table lamps.
- Adjustable central heating radiator.
- There is seating for eight people at a solid oval mahogany dining table with co-coordinating chairs.
- There is a coordinating mahogany cabinet and buffet table where guests can help themselves to cereal, fruits, yogurts, juices and toast

### **Garden**

- For guests we have a large terrace with a vine covered pergola and wall fountain which guests may use as a designated smoking area as smoking is not permitted in the property. An ash tray can be provided on request.

### **Additional Information**

- There are "In Case of Fire" instructions located in each of the guest bedrooms.

- There is an information folder for each of the bedrooms with maps giving information on NHS facilities, local restaurants/ pubs, travel, theatres and local gold facilities.
- We also have a selection of menus from local restaurants for guests' perusal.
- Free Broadband and Wi-Fi facilities are also available on request.
- We are happy to cater for special diets or particular likes or dislikes. Please advise us before your arrival.
- We can refrigerate prescription medication and additionally store any perishable food in our fridge for a limited period.
- Mobile phone reception at Lenox House is generally poor given the dominance of the French Mobile Signal but the home landline is available on request.

### **Contact Information**

Address (Inc postcode):	Lenox House, 27 Granville Road, St. Margaret's Bay, Dover, Kent CT15 6DS
Telephone:	01304 853253
Email:	sheena_lenox@hotmail.co.uk
Website:	www.lenoxhouse.co.uk
Hours Of Operation:	Flexible within reason
Local Carers:	N/A
Local Accessible Taxi:	Dover Heritage - 01304 201915 M&M Cars, Deal - 01304 382345 Jack's Cars, South Street, Deal - 01304 362299
Local Public Transport:	www.travelline.info