

Lower Barns Boutique B&B Access Statement

Lower Barns is a family run Boutique B&B, with detached cottages within 2 acres of garden. A mile to The Lost Gardens of Heligan. St Ewe village is 2 miles away with a village pub. Pentewan beach is also 2 miles away. St Austell is 5 miles and Truro 12 miles.

We understand that every guest has different accessibility and inclusivity needs and we strive to cater for all, to give everyone an equally amazing stay. We have implemented recommendations from The Calvert Trust and Purple Cloud Consultation to ensure Lower Barns Boutique B&B is a friendly, safe and relaxed environment for anyone with special requirements.

For allergy sufferers we provide

- non allergenic wool duvets and pillows - made exclusively for The Wool Company (Wool pillows and duvets are great for allergy sufferers because wool is anti-allergenic. Mould doesn't grow on wool and house dust mites hate wool for two reasons : they don't like the many fibres and the environment of wool is too dry for mites to thrive in so they avoid it)
- non allergenic synthetic duvets and pillows are also available if you prefer
- Paraben-free hand soap/products
- non-bio washing powder

For people with special dietary requirements

- Please contact Janie or Mike on 01726 844881 to discuss this further
- We buy fresh, locally sourced seasonal produce wherever possible

For sight impaired people

- Guide dogs are welcome
- Responsive website to enlarge content
- We have lots of images on the website to help
- Many coloured features in the rooms and main house to ease navigation
- Movement sensitive lights in gardens and approaches to rooms

Pre-arrival

- We can be contacted by text, telephone, email, from the website, Facebook and twitter
- Access Statement is available on the website. A copy can be sent in the post if required
- Pick ups can be arranged by local taxi from bus or train station in St Austell (6 miles)
- The closest bus stop is at The Lost Gardens of Heligan (1 mile) and we are happy to pre-arrange collection
- We can recommend the closest equipment hire for you to use as required (details below)

- Lower Barns Boutique B&B is pet free with exception of guide dogs
- We strongly recommend that you take out holiday insurance cover to include cancellation cover

On arrival guests will find

- Check in from 3.30 onwards, check out by 10.30 on departure. This can be flexible with prior arrangement.
- Please contact us if you are likely to be very late arriving.
- A generally level site.
- Two free car parks close to rooms (one tarmac, one gravel).
- One room (The Hayloft) has immediate free car parking with ample lighting.
- Movement sensitive lights in gardens and approaches to rooms.
- Pathways around the site are high quality, level and well lit.
- Help with luggage.
- Free wi-fi in all rooms.
- The main dining room has a ramp leading to the door.
- The garden is decked near the house and lawned with high quality pathways linking the facilities.
- Dinner can be served in the The Shack which has one step but is otherwise level with wide French doors, The Lounge with a ramp or The Party Shed with a step over the threshold.
- One room (The Hayloft) has a ramp leading to the room, with a walk in wet room and shower chair can be provided.
- Guests in all rooms have access to the gardens, where there are various seating areas.
- Three rooms (The Hideaway, Nook and Cranny) have their own private gardens.
- There is a sauna in Nook and private hot tub.
- There is a private hot tub in the garden of Cranny.
- Hot tub on the deck is available to all guests between 6 am til 10 pm.
- Therapies must be pre-booked (book early to avoid disappointment).
- Non smoking apart from outer decking area where ashtrays are provided.
- Fire emergency procedures are detailed in each room in the Welcome Pack. If the fire alarm sounds please vacate your room immediately.

Bedding information

- All linen is 100% cotton from The White Company / The Wool Company.
- Pillows duck down.
- Duvet duck down or goose.
- Cotton robes.
- Feather mattress toppers.
- We also use allergy free wool duvet and wool pillows (available on request).

- Mattresses - 2 x Memory foam / Myers / Sealy.

Food

- We buy fresh locally sourced seasonable produce.
- Guests staying in The Hayloft and The Hideaway have fridges. Nook and Cranny have retro SMEG fridge/freezers.
- Guests who require fridge facilities can use the fridges in the main house.

Wheelchair friendly room - The Hayloft

- There is a wide ramp path at the front of The Hayloft which leads to the front door.
- Ramp = 1100mm W x 4800mm L.
- Doorway is level access (1000mm).
- Wet room doorway (1000mm).
- Sink height (740mm).
- Toilet height (410mm).
- Bed height (680mm).
- Grab rails in the wet room.
- Non slip floor in the wet room.
- Shower chair available on request.
- Tiled floor in bedroom.
- Beds can be made up as either super king or twin.
- First floor adjoining twin room.
- Dining room in the main house with ramp access.

Recommended equipment hire

- Tremorvah Industries 01872 324340
- Mobility Equipment Hire Direct 0800 644 6062 who will deliver
- Mobility Cornwall 0800 2980717
- Bluebird Care Mid Cornwall 01872 276006
- Homecare.co.uk (2700 Care & Nursing Recommendations)
- www.launcestonmobility.co.uk
- www.disabilitycornwall.org.uk
- Cornish horizons 01841 533331 for Sand Chair Hire
- British Red Cross, Truro- 01736 755927

Hospitals

- Penrice Hospital - Minor Injury Department 01726 291100 (6 miles)

- Royal Cornwall Hospital - A&E 01872 250000 (15 miles)
- Dentist - Emergency Out of Hours - 01872 354375 (15 miles)

Transport

- Star Cars 01726 66636
- R&L taxis 01726 66600 or 01726 68666

Janie has attended "Welcome All" Training

Feedback/comments/complaints

It is always our intention to provide our guests with an excellent experience and exceptional service.

We welcome your feedback to help us continuously improve.

If you have any comments please phone 01726844881 | Janie 07795 411375 | Mike 07825 270962 or email janie@lowerbarns.co.uk.

If you are unhappy about any aspect of your stay and prefer to speak to an impartial third party, please contact Rachel Sampson on 074141 20020, or rachel.sampson@mail.com.

Contact us :

Janie and Mike Cooksley

Lower Barns, Bosue

St Ewe

Cornwall PL26 6EU

Tel: 01726 844881

Janie : 07795 411375

Mike : 07825 270962

email : janie@lowerbarns.co.uk

website : www.lowerbarns.co.uk

Extra information

A car park primarily for Nook, Cranny and The Hideaway have easy, level access.



Our new rooms, Nook and Cranny, have a small step into their courtyard gardens, a ramp can be provided on request.



Pathways interlink the main house, through the gardens to The Shack, Nook, Cranny and The Hideaway and make the gardens access to everyone.



Ramp access to The Hayloft suite, with adjoining room for carers and immediate car parking.




The Hayloft ensuite with access to shower and toilet chair. Non-slip flooring.




Wheel chair access into the main house.



Guest review :

 **Jo Pardoe** Dear Mr&mrs cookesly, I felt I had to write to you to say thankyou for a wonderful holiday at lower barn. As a wheelchair user the facilities you have provided are next to none. The design of the place has been well thought out with us in mind. Access is good everywhere. I will certainly recommend lower barn to other wheelchair users. I will come again. Yours sincerely Josephine pardoe
Unlike · Reply · 1 · Yesterday at 2:01pm

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