

Hilden Lodge Guest Accommodation

Access Statement

Introduction

Hilden Lodge is situated in Charlton Kings approximately 1.5 miles from Cheltenham and on the edge of the Cotswolds Hills. The main building was originally built in the early 1800s and is almost 200 years old. We aim to meet the needs of all our guests, but due to the age of the building and period features, access may be difficult for people with limited mobility. The outside of the building is covered with thick gravel and the only entrance requires climbing steps into the building, some of the doorways are narrow and are therefore not suitable for wheelchair users.

Pre-Arrival

- We are located on the main A40 in Charlton Kings.
- The nearest shops and restaurants are located in Charlton Kings village, just a few minutes walk away.
- The nearest bus stop is 5-10 minutes walk away and offers regular service into Cheltenham town centre from where you can get buses and coaches to various destinations in Gloucestershire and the Cotswolds.
- The nearest railway station is Cheltenham Spa which is approximately 3 miles away. Taxis are usually available at the station but we can book one for you in advance if required.
- There are several local taxi companies; we can make booking in advance for you.
- We are unable to accommodate any pets or animals.
- Printed details and menus can be provided in large print if required. We do not have facilities to prepare document in Braille.
- Our website www.hildenlodge.co.uk provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, email or fax. Please see the contact information on our website for full details.

Arrival and Car Parking

- Check-in is from 3pm until 10pm. In certain circumstances we can offer check-in outside of these times, but only by prior arrangement. We cannot guarantee anyone will be available to welcome you if you arrive outside of these times.
- Parking is on a gravelled drive in front of the main door. Please park facing the road. We can accommodate upto 7 cars, free parking is also available in Hearne Road to the side of the property.
- We can offer assistance with luggage, however are unable to help with very heavy luggage over 20kg.
- Some of our rooms are fairly compact, guest with a large amount of luggage should contact us beforehand to ensure the room allocated is suitable for them.

Main Entrance

- There are 5 steps of 18cm up and 150cm wide to the front door. There is a handrail on each side.
- The front door is normally closed, please use the bell.

Guest Accommodation – Public Areas

- The main hall/reception area leads directly to the main stairs and to the left is access to the bar/restaurant.
- A selection of local information brochures and leaflets are available on the table in the reception area. Maps of the local area are available on request.
- We do not offer a 24 hour reception. Reception is normally available during breakfast times and between 3-10pm in the evening. In the event that we are not available and away from the premises, a sign displaying mobile contact numbers will be displayed.
- There are eleven steps from the reception hall to the mezzanine level where room 3 can be accessed. There is then a further 5 steps to the first floor and the remaining 7 bedrooms. The stairs are 100cm wide and 18cm deep and have a handrail on the right-hand side (looking up). The hall, all bedrooms and stairs are carpeted.
- Due to fire regulations, all doors to all guest areas and all bedrooms are fitted with automatic closing devices that require more force than a normal door to open.
- There are male/gents downstairs toilets that are available when the bar is open, access to these are from the main restaurant.
- All access to bedrooms is with standard width doors of 75cm.
- We have one bedroom on the ground floor next to the restaurant and kitchen.
- Hilden Lodge is centrally heated throughout; each room features a thermostatic valve on the radiator allowing temperatures to be adjusted to suit individual requirements. Heating is operational between 2pm-11pm and from 5.30am-10am. We have 2 fans and 2 electric blow heaters that can be made available on request.
- There is a bell on the bar and on the reception desk, please use this to let us know you need assistance. If we are away from the premises the bar door will be closed and a notice will be displayed on the reception desk.

Bar and Restaurant

- Access to the bar/restaurant is via double-doors, one is normally locked and the other is 75cm wide. If required both doors can be opened to extend the entrance to 150cm.
- The bar and restaurant have wooden floors.
- The bar area feature 2 bar stools and 6 chairs with small tables for seating.
- Entrance to the restaurant is directly from the bar via large folding doors that can be opened to a width of over 2 metres if required.
- At the end of the restaurant are two doors that lead onto the decking area. These doors are operated using a fire door push bar system. The decking area is level to the restaurant with a small step of 6cm in between.
- Guest are welcome to use the seating in the bar area during morning breakfast service and between 3-10pm. The bar may be closed between 10am-3pm and in certain circumstances the bar may be closed in the afternoon and evening.
- Although we have a 24 hour alcohol licence for residents, the bar will only normally be open between 3-10pm except by prior arrangement with the proprietors. At certain times the bar may be closed outside of these times.
- Breakfast is served in the restaurant. We do not normally offer evening meals, however we do cater for parties, see our website for full details.

Bedrooms

- We have one bedroom on the mezzanine level (room 3), one on ground level (room 1) and the remaining 7 bedrooms on the first floor. All bedrooms offer an ensuite shower room comprising toilet washbasin and rooms 4 & 5 offer a full ensuite bathroom with bath and shower attachment.
- Tea and coffee making facilities are supplied in each room, hot chocolate available on request.
- We provide a hair dryer, room guide, magazine and complimentary toiletries in each room (shampoo, soap, conditioner and hand cream).
- Sanitary disposal bags are available in each ensuite bathroom.
- Our beds are normally made with synthetic duvets and pillows. Additional pillows are stored inside the wardrobe in each bedroom. Blankets are available on request.
- If required we can provide sheets/blankets instead of a duvet, please specify this at least 48 hours prior to your arrival if required.
- There is a wardrobe, dressing table and bedside drawer space in each room. In some rooms the wardrobe is a small single compact wardrobe with only limited hanging space.
- Our rooms vary in size, all twin rooms offer access to the beds normally from only one side. All double rooms allow access to the bed from both sides. Limited room is available between the bed and ensuite in some rooms (minimum 60cm in all rooms), but suitable for an average size person to walk around.
- All bedrooms feature at least one bedroom chair and a small stool.
- Each room features a 20" TFT LCD Television with freeview, teletext (offering subtitles on some TV channels) and in-built DVD player. A selection of DVDs are available to rent free of charge. The DVD cases are situated on a bookcase on the mezzanine level, bring the DVD to reception or bar and ring the bell.
- Our standard ensuite shower rooms are compact and measure 80cm wide by 220cm in length. Access is via a 60cm wide door. All showers feature a 80cm base and a bi-fold door and are level with the floor, the showers are thermostatically controlled electrical showers giving hot water on-demand.

Bedroom 1

Bedroom 1 is on the ground floor level and accessed via [redacted] features a king size bed (6ft wide) that can also be split into 2 single beds. When made up as two singles one of the beds can only be accessed from one side. It features a standard ensuite shower room as detailed above.

Bedroom 3

Bedroom 3 is a twin bedded room accessed from the mezzanine level. It features two 3ft single beds that can only be accessed from one side. There is a step down into the room of 25cm and additionally a step up in the ensuite shower room of 30cm. Due to the steps, the room may not be suitable for persons with certain mobility issues or the extremely elderly.

Bedroom 4

Bedroom 4 is a double bedroom situation on the 1st floor and features a full ensuite bathroom with a bath that is 150cm in length and 70cm wide with a grab handle at each side. The room has a 4ft 6in double bed with access from both sides.

Bedroom 5

Bedroom 5 is a family room situated on the 1st floor and features a full ensuite bathroom with a bath that is 160cm in length and 70cm wide with a grab handle at each side. The toilet in this room is a mechanical one, meaning only toilet paper can be flushed. The room has a 6ft double bed with access from both sides and a single bed with access from one side only.

Bedroom 6

Bedroom 6 is a single room and is situated on the 1st floor. It features a standard ensuite shower room as detailed above but slightly narrower at 75cm rather than 80cm. The room has a 3ft single bed with access from one side.

Bedroom 7

Bedroom 7 is a twin bedded room and is situated on the 1st floor. It features a standard ensuite shower room as detailed above. The room has two 3ft single beds with access from one side.

Bedroom 8

Bedroom 8 is a twin bedded room and is situated on the 1st floor. It features a standard ensuite shower room as detailed above. The room has two 3ft single beds with access to one from one side only.

Bedroom 9

Bedroom 9 is double bedded room and is situated on the 1st floor. It features a king size bed (6ft wide) that can also be split into 2 single beds. When made up as two singles one of the beds can only be accessed from one side. It features a standard ensuite shower room as detailed above.

Bedroom 10

Bedroom 10 is a double bedded room and is situated on the 1st floor. It features a standard ensuite shower room as detailed above. The room has a 4ft 6in double bed with access from both sides.

Gardens

- We have a garden with lawn and flower beds available for guest use. The garden features a decking area with seats/chairs available during fair weather.
- Access to the garden is either from the restaurant or via a gate from the driveway. There is step up into the garden of 20cm and down from the decking area of 20cm.
- At the end of the garden is a children's wooden playset comprising of two swings, fort, monkey bars and slide. While we are happy to let your children use the playset, we can accept no responsibility for any accidents that may occur. The playset is only suitable for children between 6 and 12 years old.
- We insist that adults supervise all children under 18 years old and on the playset at all times. A minimum ratio of 1 adult for every 3 children is required.
- We reserve the right to close the garden and decking to guests at any time.

General

- There is a fire extinguisher in the entrance hall, one at the top of the stairs, one by the fire exit patio doors in the restaurant and one by the fire exit door leading to the fire exit steps on the first floor.
- In the event of a fire the fire alarm system will sound, all fire exits are clearly marked. Please leave the building via the nearest available safe exit which is either the fire escape on the 1st floor, the front door or the fire escape doors from the restaurant to the garden.
- If a guest has a hearing impairment they should notify us of this before or during arrival. Door hangers are available to indicate a person is in the room with a hearing impairment and are available on request from reception.
- We do not permit smoking in any of the bedrooms or anywhere else in Hilden Lodge. You may however smoke in our garden and on the decking area. Ashtrays are available on request. Please do not smoke on the decking area during meal service.
- We are happy to cater for special diets or any particular likes or dislikes, please advise us of these at least 48 hours prior to arrival.
- We are happy to refrigerate any medication, we can also keep a small quantity of any perishables in our fridge for a limited period.
- Mobile phone reception in Hilden Lodge is generally good.
- We offer a free WiFi facility at Hilden Lodge, reception has been tested in all bedrooms, but will vary due to equipment being used. The Hotspot is situated just behind the bar.

Contact Information

- **Address:** Hilden Lodge, 271 London Road, Charlton Kings, Cheltenham, Glos, GL52 6YG.
- **Telephone:** 01242 583242
- **Fax:** 01242 263511
- **Email:** info@hildenlodge.co.uk
- **Website:** www.hildenlodge.co.uk
- We are open for most of the year except for some days over Christmas and New Year, but occasionally take days off and go on vacation.