

THE MICLARAN - ACCESS STATEMENT

Introduction

The Miclaran is set in a peaceful location on a quiet residential road on the outskirts of Shanklin. The majority of rooms have a spectacular sea-view and the garden path leads directly onto the famous cliff walk.

The property is approximately a five minute taxi drive from Shanklin or Lake railway station and a leisurely walk to Shanklin old village may take you between 20-30 minutes (dependent on your walking pace), a similar timing for Sandown. Nearby steps from the cliff path lead down to the beach (only 5 mins walk from the Miclaran)

We have 10 letting rooms offering single, double, twin and treble (double with adjoining single) rooms. All rooms are en-suite.

Our aim is to ensure our guests enjoy their stay and recommend the Miclaran to their friends and family. A key priority is the cleanliness of our guest accommodation and to provide good food. Many of our regulars come back year after year.

Whilst we aim to meet the needs of all our guests, we hope you appreciate that this isn't always possible. Due to the size of our accommodation we unfortunately don't have a ground floor letting room. All our letting rooms are on the first and second floor levels and there are steps leading to both floor letting rooms. Due to the limited number of rooms we offer, we do not have a lift in the property. Other than that, the remaining public areas are all on the same level.

Pre-arrival

- Our website www.miclaran.co.uk provides details/pictures of our accommodation.
- Please see our 'Contact information' section of this document on how to contact us.
- Information about public transport and bus routes can be provided prior to arrival.
- Car ferry bookings can be made for you.

Pre-arrival continued

- Bus timetables are held in our entrance hall.
- Taxi's can be pre- ordered for collection from ferry/train station if required. Local taxi's details located in main entrance adjacent to public telephone.
- Brochures and menu's can be posted or emailed (in large text) if required.
- Premises are suitable for guests with minor mobility impairment/visual/hearing impairment who are accompanied to ensure the safety of the guest. Must be able to climb stairs to bedrooms.

Arrival and Car Parking Facilities

- Please advise your anticipated arrival time to ensure we are here to meet you. Rooms available from 2pm. Earlier access may be possible by prior arrangement.
- Assistance with luggage can be provided.
- There are free car spaces for approximately 7/8 cars located on the forecourt of the building. On road parking may be available.
- Drop off point outside main entrance, approximately 5-12 feet from front door.
- Quiet residential road with limited traffic.
- Outside signage is above the entrance hall with clear lettering.
- A call bell is adjacent to the front door.
- The concrete car park is located across the front of the building.
- There are no steps to climb to the front door, only a step over into the porch.

Main entrance

- The entrance doorway is 73 cm wide
- The entrance door has a call bell to the left.

Downstairs WC facilities

- WC is available on the ground floor immediately adjacent to the left of the entrance hall with hand-washing facilities.

Public areas (dining room/bar and lounges)

- All downstairs areas are fully carpeted.
- All rooms are on the same level i.e. public lounges/dining room/bar/downstairs WC..
- The main lounge overlooks the garden is for relaxation and has no television.
- The bar, dining room and main lounge are locked from 11pm.
- There is a small television lounge(with teletext) to the left of the entrance hallway.
- Guests are welcome to use the small television room at any time with two comfortable leather sofa's and it has a 28" television screen.
- The small television room remains open for guests use.
- French glass doors are between the lounge and dining room and through to the bar.
- The rooms have plenty of natural light (several windows) and have overhead ceiling lights and wall lights and table lamps.
- Dining room tables/chairs are not fixed and can be moved. There is adequate space between tables/chairs.
- Menus are located on tables and are typed in font 12. A larger font size can be provided if required or aid given to advising options.
- A buffet table with cereals and juices is laid for guests to help themselves at breakfast. There is a waiter/waitress service for hot food, tea/coffee and toast.
- Breakfast is served from 8.30am to 9.00am.

Garden/outside facilities

- A lawned garden with a large patio area at the rear of the property enables guests to relax and enjoy the sea-view.
- The patio has 2 steps onto the garden path – there is no hand rail.
- The outdoor garden overlooks the cliff path accessed via a wrought iron gate.
- Outside lighting is located adjacent to the rear patio door.
- Outside seating and benches on the patio area for guests use.
- Main outside flooring is concrete paving and grass.

Bedrooms

- All ten bedrooms are located on the 1st and 2nd floors. Door frames are of standard width i.e. approx 69/70cm.. Rooms vary from single/double/treble.
- In the hallway, 15 steps lead from ground floor to the 1st floor. There are 2 fire doors on the 1st floor landing, width 77cm and 65cm.
- Bed combinations are twin, double or single.
- 1st floor – 2 single rooms, 1 twin, 3 doubles and a treble (double and adjoining single room adjacent to en-suite). The majority of rooms lead off from the 1st floor landing. One single room and a twin room is located at the end of the corridor (2 steps down to these rooms, the remainder being on the same level).
- There are a further 14 steps leading from 1st floor to 2nd floor.
- 2nd floor – 3 double rooms and a treble. Double rooms are all on the same level, two steps down to the treble. (no fire door on landing or steps)
- The majority of beds are pine bed frames (standard height). Some divan beds.
- Bedrooms are fully carpeted, decorated in neutral colours, all central heated with thermostatic valves for easy adjustment.
- Folders within rooms provide relevant information in standard (size 12 font text). Larger text can be provided if required.
- Fire alarm procedures are located on the back of each bedroom door. All rooms have smoke detectors and sounders which will alert guests in an emergency.
- All rooms have tea-making facilities for guests.
- All rooms have portable televisions/teletext with remote and clock radios.
- Hairdryers and iron/board available on request (accessible at all times in cupboard without the need to request)
- There is a wardrobe/chest of drawers and bedside table/light, chair and mirror in each bedroom
- We provide synthetic duvets and pillows. Feather pillows available if preferred.
- An information pack is available in each room. Guest literature providing tourist attraction information is held in the main entrance.
- Please note that rooms are accessed daily to replenish tea-trays, empty bins/clean cups/en-suites etc.
- Please don't hesitate to ask if you require any assistance i.e. further pillows/forgotten toothbrush etc.
- No call button or telephones available in rooms.

Bathrooms/en-suites

- The majority of en-suites have a standard 72cm shower cubicle (step into) and cloakroom basin and toilet at standard height. No provision of handrails.
- One single room and one double room have their own bathroom consisting of white bath (standard height) with shower over mixer taps. Both baths have hand grips.
- Lino flooring in all en-suites/bathroom areas
- Shower gel and shampoo on arrival.
- Towel changes as required (placed in shower/bath as necessary)

Additional Information

- Fire alarms, extinguishers and emergency lighting are serviced regularly.
- New fire detector sounders in all rooms in February 2008.
- Fire extinguishers located on each landing and in hallway.
- We are a no-smoking establishment.
- We are happy to store any medications in a fridge if required.
- We are happy to cater for vegetarians or those who are gluten free etc.

Future Plans

- We would in the future very much like to have a downstairs letting room. No future date can be given at this time.

Contact Information

- Contact for enquires or bookings is via telephone, email or post.
- Letters and emails can be provided in large font.
- PDF of brochure via email can be provided in order to increase text size.
- Access statement can be sent via post or via email.

Address: 37 Littlestairs Road
Shanklin
Isle of Wight
PO37 6HS Telephone: 01983 862726

Email: miclaran@btinternet.com

Website: www.miclaran.co.uk