

Access Statement For Torlundy House Bed and Breakfast

Introduction

We aim to cater for the needs of all visitors in our home based 5 bedroom Bed and Breakfast Guest House. The following statement is a summary of our provision. If you have specific questions please contact us and we will endeavour to help.

Pre-Arrival

- There is a bus stop half a mile from Torlundy House with a basic service during the day and no service in the evening. This service is reduced in winter months.
- This link will take you to the local bus service website to plan a journey <https://www.stagecoachbus.com/timetables>
- The main train station is 10 minutes away by car in Fort William. This link will take you to the ScotRail website for timetable information <https://www.scotrail.co.uk/plan-your-journey/stations-and-facilities/ftw>
- There is a local taxi service that has accessible taxis if required, we can make a booking for you.
- We strongly recommend having your own transport to get the best from your stay with us and visit to the Highlands.
- You can contact us via phone, fax, or email (details below)

Arrival & Car Parking Facilities

- On arrival to the property there is a wide entrance gate open 24 hours when the B&B is operating
- No marked parking bays but there is ample room for 1 car per room
- The surface is level, flat and gravelled to the front entrance steps
- We can assist guests with luggage
- The village of Torlundy is very spread out and there are no local facilities such as pubs, restaurants or shops.

- Your own transport is strongly advised as we are located in a rural countryside area.

Main Entrance and Reception

- There are 3 steps up to the front door and no handrails.
- The outer front door is not locked when we are open, but the inner door is locked at times, a key to this is provided to all checked in guests.
- We have no wheel chair access to the house.

Public Areas - General (Internal)

- Corridors are well lit
- The flooring on all corridors on the ground floor are short pile carpeted
- The covering on stairs and upstairs corridors is short pile carpet
- The breakfast room and four bedrooms are on the ground floor.
- There are stairs to a landing leading to the first floor bedroom.

Breakfast Room

- Breakfast is served in the breakfast room on the ground floor. There are no steps
- There is some flexibility in moving tables and chairs.
- Menus can be provided in large print by prior arrangement
- We do not play background music in any area of the B&B

Laundry

- We can launder clothes for you – charge applies
- An iron and board can be borrowed.

Shop

- Not available on site – convenience shop 1 mile away.

Leisure Facilities

- Not available on site.

Bedrooms

- There are 4 bedrooms on the ground floor
- 1 on the first floor.

Ground floor bedrooms

- 1 Single room – this is a small room
- 3 King bedded double rooms – normal size – full measurements can be provided if required.

1st Floor bedroom

- Twin single beds

All bedrooms are en-suite but none have specific access facilities available.

- All rooms have Television with remote control and teletext
- One tub chair in each double room, two in the twin room
- Fitted short pile carpet on all bedroom floor, vinyl in bathrooms

Grounds and Gardens

- We have a small enclosed garden (flower border and lawn) for residents which is available to sit in (table/bench available).

Additional Information

- Dogs are not allowed in the house.

- Mobile phone reception is generally good
- We are able to use the front and back doors in the need of evacuation, the fire alarm sounds continuously if evacuation is needed. If you require more assistance for evacuation please notify us on arrival and we will ensure you are evacuated safely e.g. hearing impairment.
- We are a no smoking and no Vaping building (smoking is allowed in the garden away from guest room windows, a butt bin is available in the car park) but we prefer it if guests do not smoke on the premises.
- Medication/food can be stored in our fridge overnight (not available 24hours).

Contact Information

Torlundy House
Happy Valley
Torlundy
Fort William, PH33 6SW
(Use postcode PH33 6SN in a SatNav)

Telephone: 01397 703320

Fax: 01397 313001

Email: info@torlundy.co.uk

Website: www.torlundy.co.uk

Seasonal Closure: Closed 1st November to 1st February.

Check in 16.00hrs to 20.00hrs.

Check out by 10.00hrs

The B&B is our home so occupied 24 hours, however we ask for guests to be away between 10.00hrs and 16.00hrs to allow time for thorough cleaning and any maintenance required.

Future Plans

Costs and planning issues prevent us from providing dedicated

facilities for wheelchair users.

Guests with minor disability such as use of crutches or sticks, some sight or hearing impairment and able to tackle our access steps and cross a gravelled car park **have been** accommodated without problem.

We welcome your feedback to help us to improve where we can. Please use the contact details provided earlier in this document.