

Dowfold House
Low Jobs Hill
Crook DL15 9AB
tel: +44 (0)1388 762473
email: enquiries@dowfoldhouse.co.uk
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Access Statement

Introduction

We aim to cater for the needs of as many visitors as possible in our home-based 3 bedroom bed and breakfast. Note, however, that the Victorian architecture and the fact that all bedrooms are on the first floor makes it unsuitable for wheelchair users. The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will help wherever we can.

Pre-Arrival

- ▼ The nearest bus stop is in High Jobs Hill, opposite the Copper Mind pub (formerly the Colliery), and is 15 minutes' walk. The bus (from Durham) also stops in the town centre of Crook, also a 15-minute walk, but uphill.
- ▼ There are stations in Bishop Auckland and Durham. Bishop Auckland – a branch line station connecting to Darlington – is about 5 miles (10-15 minutes by car), while Durham (East Coast Main Line) is 9 miles (15-20 minutes by car).
- ▼ Traveline North East provides comprehensive timetable and fare information for all local bus, metro, train and ferry journeys throughout the North East. Tel: 0871 200 22 33 or <http://www.travelinenortheast.info> .

- ▼ There are plenty of local taxi firms, and we have a list. We can make a booking for you, if you'd like us to.
- ▼ Brochures and menus can be provided in large print by prior arrangement.
- ▼ We have a comprehensive website (www.dowfoldhouse.co.uk).
- ▼ You can contact us via phone, text, fax, email or even the Royal Mail (details above and below).

Arrival & Car Parking Facilities

- ▼ On arrival at the property there is a large gateway, with stone pillars. The name "DOWFOLD HOUSE" is on a stone plaque on the right-hand pillar. These are open 24 hours when the B&B is operating, unless a guest requests that it be closed and/or locked.
- ▼ We do not have marked parking bays but there is ample room for all cars in the front of the house. Guests are encouraged to park end-on to the garages.
- ▼ The surface is level, flat and laid to coarse (20mm) gravel, in a retaining grid so that it doesn't slip.
- ▼ We are delighted to assist guests with luggage.
- ▼ We can provide secure garaging for a car (up to 4.6m), motorbikes and bicycles, by arrangement. Motorbikes and bicycles may be parked under cover and locked up if desired.
- ▼ Crook town centre is 15 minutes' downhill walk from Dowfold House, while the Golf Club is about 5 minutes, and The Copper Mine (formerly The Colliery) pub is about 15 minutes, down and up a gentle slope.

Main Entrance & Reception

- ▼ There are two entry doors, inner and outer, at right-angles to each other with a lobby (155cm x 104cm) floored with sisal matting in between.
- ▼ The outer front door (75cm wide) has three steps up to it. Step 1 is 8cm high x 36cm deep; step 2 is 15cm high x 35cm deep, then there is a 9.5cm high threshold – total rise 32.5cm. The inner door base is level with the floor of the lobby.
- ▼ The inside front door (76cm wide) is locked at night. Guests are issued with a key to this door
- ▼ On entry into our home there is a corridor approx 1 by 12 metres, with one right-angled turn.
- ▼ There is fitted short pile or loop pile carpet throughout the ground floor.

Public Areas – General (Internal)

- ▼ Our corridors to the ground floor breakfast room are at least 76cm wide.
- ▼ Corridors are adequately lit.
- ▼ All corridors on the ground floor have fitted short pile or loop pile carpet.
- ▼ The covering on stairs and upstairs corridors is short pile carpet
- ▼ The breakfast room is on the ground floor.
- ▼ There are 11 stairs to a landing (81cm x 201cm). Off this landing there are also two wide steps up (19cm x 26cm x 98cm) to a lobby outside our Red Room – a double room. Otherwise, there are by a further 5 stairs to the first floor bedrooms – the Pink and the Green Rooms. Each main stair is 19cm high, 24cm deep, 87cm wide.

Public Areas – WC

- ▼ All bedrooms have en-suite facilities. Apart from these, no public WCs are available.

Dining Room

- ▼ Breakfast is served in the dining room on the ground floor. There are no steps.
- ▼ There is a single Georgian dining table, with space for up to 6 people. It has underspace of 68cm high. It is a pedestal table, so there is no restriction on width of underspace. It is inadvisable, however, to lean heavily on it for support. There are chairs without arms, which can be moved as required.
- ▼ Menus can be provided in large print.
- ▼ We do not play background music in any area of the B&B.

Laundry

- ▼ Laundry, drying and ironing services are available on request, for a charge. We will also provide an ironing board and iron on request, at no additional charge.

Shop

- ▼ Not available.

Indoor Leisure Facilities

- ▼ A comfortable drawing room is available for guests' use. It has a door 75cm wide, and is floored with fitted short-pile carpet.
- ▼ The drawing room has a SMART TV, with digital Freeview, DVD and VHS players, as well as a radio/CD player. A range of books is made available for guests' use. We also have a selection of board games (including Durham Edition Monopoly), and playing cards if desired.
- ▼ A wide selection of tourist information and maps is available.
- ▼ Other books and magazines are available in the rooms and on the upstairs landing.

Outdoor Facilities

- ▼ Guests are welcome to use the conservatory. Access is via a door (74cm wide, low sill) from the house. It also has double doors (122cm wide, with 19cm sill) onto the patio and front garden.
- ▼ The patio is paved and has a wooden table and chairs for guests' use.
- ▼ The front garden is available for guests' use, and is accessible either from the conservatory, above, or from the front drive via a gate (110cm wide).
- ▼ The front garden is fully enclosed, so that dogs may roam without a lead. Guests ARE asked to clear up any mess their dogs may make!
- ▼ The equipment for croquet and boules is available on request.

Bedrooms

There are three bedrooms. Two are on the first floor;; one is accessed from the half-landing, described above.

Pink bedroom with en-suite bath/shower room (First Floor)

- ▼ The Divan bed is 5' wide by 6'6" long.
- ▼ Door width is 79cm.
- ▼ At least 83cm routes within the bedroom e.g. to the sides of bed, between bed and dressing table, therefore allowing for left or right transfer to bed in any combination. 145cm from end of bed to wardrobes; 97cm between right hand side of bed and wall
- ▼ Furniture is moveable on request.
- ▼ It is a bright, light room.
- ▼ The bed is 66cm high but can be raised with blocks on request.
- ▼ There is a Freeview television and DVD player with remote control and teletext.
- ▼ One armchair and one upright chair (no arms) are provided in the room. There is a built-in wardrobe with shelves and hanging space.
- ▼ There is an ensuite bath and shower room (see below for details). The door is 67cm wide. There is 1 step down to the bathroom. The step is 18cm high, 44cm deep, 66cm wide.
- ▼ The basin is bow fronted and has clear underspace. It is 81cm high.
- ▼ The toilet has right side transfer with available free space of 103cm. The toilet is 43cm high.

- ▼ Free floor space clear of door is at least 95cm x 103cm.
- ▼ The combination bath/shower is 170cm long, by 90 cm wide at its widest point. A non-slip mat is provided.
- ▼ The bath edge height is 53cm. It is a 40cm step down into the bath.
- ▼ It has a heated, tiled floor.
- ▼ Good colour contrast of floors, walls, fittings and fixtures.

Green Twin bedroom, with en-suite shower room (First floor)

- ▼ Door width is 68cm.
- ▼ It has twin divan beds 3'0 x 6'3". These can be joined by prior arrangement to provide a single SuperKing bed 6'0 x 6'3"
- ▼ The beds are on castors and can be positioned for optimum access, with up to 106cm space available for side access. From the end of the beds to the wardrobes is at least 140cm.
- ▼ Beds are 62cm high but can be raised with blocks on request.
- ▼ There is a Freeview television and DVD player with remote control and teletext.
- ▼ One upholstered easy chair and two upright chairs, with a built-in wardrobe with shelves and hanging space.
- ▼ Fitted short pile carpet on the floor.
- ▼ Good contrast in décor.

- ▼ The door to the ensuite shower room is 57cm wide, and opens outwards. It contains a 90cm corner shower cubicle with mains pressure shower, WC and washbasin.
- ▼ The shower access is via 56cm double doors. There is a 20cm lip to the shower tray. A non-slip mat is provided for use in the shower.
- ▼ The bathroom has a heated, tiled floor.
- ▼ Free floor space clear of door is at least 79cm x 72cm
- ▼ The basin is flat fronted and has clear underspace. It is 84cm high.
- ▼ The toilet has left side transfer with available free space of 72cm. The toilet is 45cm high.
- ▼ Good colour contrast of floors, walls, fittings and fixtures.

Red double bedroom, with en-suite shower room (off landing)

- ▼ Door width is 74cm.
- ▼ One divan bed 5' x 6'6"
- ▼ The bed is on sliders and can be positioned for optimum access, with up to 120cm space available for side access. From the end of the bed to the wall is 60cm at one corner, going up to 250 cm at its widest point.
- ▼ Bed is 57cm high but can be raised with blocks on request.
- ▼ There is a Freeview television and DVD player with remote control and teletext.
- ▼ Fitted short pile carpet on the floor.
- ▼ Good contrast in décor.

- ▼ One low upholstered chair and one upright chair.
- ▼ The door to the ensuite shower room is 71cm wide, and opens inwards. There is a 0.5cm threshold step into the shower room. It contains a shower cubicle (90cm x 140cm) with mains pressure shower, WC and washbasin.
- ▼ The shower access is via 55cm sliding doors. There is a 14cm lip to the shower tray. A non-slip mat is provided for use in the shower.
- ▼ The bathroom has a heated, tiled floor.
- ▼ Free floor space clear of door is at least 66cm x 61cm
- ▼ The basin is bow fronted and has clear underspace. It is 81cm high.
- ▼ The toilet has left side transfer with available free space of 61cm. The toilet is 42cm high.
- ▼ Good colour contrast of floors, walls, fittings and fixtures.

Additional Information

- ▼ Assistance dogs are welcomed.
- ▼ Mobile phone reception is generally good, especially upstairs.
- ▼ We are able to use the front and back doors in the need of evacuation. The fire alarm sounds continuously if evacuation is needed. Full details are given in the fire plan in the room booklet. If you require more assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely, e.g. hearing impairment.
- ▼ There are automatic lights which come on in the event of a mains electricity failure. One is on the

upstairs landing, one in the lobby to the conservatory, one in the downstairs hall, and one in the front door lobby.

- ▼ There are mains and battery operated interlinked fire alarms on the upstairs and downstairs landing, in the sitting room, dining room, office, kitchen and in all bedrooms.
- ▼ We are happy to take delivery of hired equipment (please let us know if ordered).
- ▼ We are a no smoking building. Smoking is allowed in the garden or the front drive. Please do not drop litter.
- ▼ We can put items in our fridge on request.

Contact Information

- ▼ Address: Dowfold House, Low Jobs Hill, Crook, Co Durham DL15 9AB, UK
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Fax: +44 (0)1388 762473
Text phone: +44 (0)7949 081726
Email: enquiries@dowfoldhouse.co.uk
Website: www.dowfoldhouse.co.uk
- ▼ Hours of operation: Closed Christmas and New Year. Hours flexible to business. The B&B is our home so occupied 24 hours. Mainline telephone answered 9am-9pm. Incoming guests are asked to check in between 5pm and 6pm, unless otherwise arranged. Please check out on departure by 11:00am. Guests are provided with a key and are free to come and go as they please during their stay.

We welcome your feedback to help us continuously improve if you have any comments please phone +44 (0)1388 762473 or email enquiries@dowfoldhouse.co.uk

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