

# Access Statement for the Coachman's Quarters

## **Introduction:**

The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.

## **Pre-arrival:**

- The Ravenglass main line train station is approximately 1½ miles (30 minute walk) or approximately 2 minutes by car.
- There is a local taxi service and also an accessible transport/taxi service. With prior notice, we can make a booking for you.
- There is very limited mobile phone reception in the area. Each room has a telephone which can receive external and internal phone calls; however, external phone calls cannot be made. There is a payphone on site.
- You can contact us via telephone, fax or email. Please see contact information below for details.
- Brochures are available, but we do not have the facility to supply them in Braille.

Mobility scooters and wheelchairs are available for guests to borrow. Prebooking is advisable.

## **By road from the North**

From Carlisle, follow the A595 for Cockermouth continuing towards Whitehaven and Barrow. This road bypasses Ravenglass and goes straight through to Muncaster. The journey from Carlisle should take about an hour and a half.

Go past the Main Entrance and take the 1st turn on the right where you see the sign for the Muncaster B & B, Disabled Parking & Coach Park.

## **By road from the South**

Leave the M6 Motorway at junction 36.

Follow the signs for Barrow-in-Furness on the A590. Before you get to Barrow, turn right at Greenodd onto the A5092 and follow this road for Workington and Whitehaven. This road joins the A595 which will bring you to Muncaster. The journey from junction 36 to the Castle will take you approximately an hour and a quarter. When you have passed through the village of Bootle, continue for approximately 7 miles, over a stone bridge and up the hill. Turn left where you see the sign for the Muncaster B & B, Disabled Parking & Coach Park.

## **Arrival and Car Parking Facilities:**

Once within the grounds, there is a speed limit of 10 mph. Drive past the Church and Coach Park where you will see a cobbled courtyard to your left, opposite the Owl Garden Tearoom entrance (large blue and white doors if closed).

There is a designated car parking area for guests, with parking bays for the disabled near the front door of the property. The car parking area is accessible 24 hours a day.

Please park in designated bays.

The car parking area is a cobbled courtyard with a flat paved footpath around the exterior. This area includes the parking bays for the disabled.

As you drive into the courtyard, Reception is to your right.

We can assist guests with luggage

Normal check in time is 3.00pm. However, earlier check in may be available with prior notice.

### **Our Reception Office is open:**

9am to 5pm Monday to Friday. When Reception is closed and/or outside of these times, you will either be directed elsewhere or a number is available at the telephone in the accommodation entrance to contact an on-site member of staff.

### **Reception, Main Entrance and Access to the Accommodation:**

- The doorway into Reception is at the same level as the yard outside and is 110 cm wide.
- The doorway which allows access to Rooms 1- 8 is 79 cm wide and at the same level as the yard outside. Inside this doorway, on a shelf which is 103 cm high, is a telephone to be used by late arrivals.
- There are 13 steps (all 18 cm high) up to the landing. The staircase is 87 cm wide, well lit and has a rounded wooden grab rail to the left.
- From the landing there are three steps up, 18 cm high leading to rooms 1 to 3 (upper floor) and the communal lounge. From the landing there are three steps down 15 cm high leading to rooms 4 to 8, the communal dining room and kitchen (middle floor). There are a further six cornered steps, with handrail on left, 18 cm high from room 7 down to room 8. This continues down another 14 steps, 20 cm high, with handrail on right, to a door 89 cm wide, which gives access to the Cafe courtyard. There are two concrete steps into the courtyard one which is 18 cm high and the other is 20cm at its highest point.
- Room 9's (The Granary) door is 89 cm wide and opens outward. There is one concrete step from outside yard which is 21 cm high, at its highest point.
- On the entrance to this room there are 13 steps, all 18 cm high, up to landing. The staircase is 87 cm wide, is well lit and has a rounded wooden grab rail to the left.
- Room 10's (The Granary Annexe) door is 89 cm wide and has one concrete step from outside yard which is 22 cm high at its highest point.
- All internal steps are wooden.

### **Communal Areas and General (Internal)**

- The corridors to the bedrooms are 102 cm wide.
- The corridors are well lit.

- There is a fire extinguisher in the corridor leading to Rooms 4-8.
- The floors in all public areas are carpeted with the exception of the kitchen and communal bathroom which have vinyl floor coverings.
- The communal areas are heated with central heating throughout.
- The main upper floor landing has:
  - Three chairs
  - Three tables (two with Tourist Information)
  - Payphone 59 cm high
  - Emergency transfer chair
  - Fire extinguisher

The door leading to the lounge is 87 cm wide. The lounge has:

- 3 x double sofas and 3 x single sofas
- 4 x coffee table
- 2 x chairs
- 1 x stool
- One desk with books
- Freeview Sky television with DVD player
- CD and radio player

The door leading to the kitchen is 79 cm wide. The kitchen has:

- 8 ring gas cooker with 2 ovens and 1 grill
- Refrigerator
- Chest freezer
- Dishwasher
- Clothes dryer
- Microwave
- Toaster
- Kettle
- Double sink and draining board
- Toasted sandwich maker
- Coffee machine
- Various crockery, cutlery, glasses and cooking equipment and utensils
- Ironing board and iron
- Breakfast bar 92 cm high with 3 stools
- Fire extinguisher and fire blanket

The door leading to the dining room is 79 cm wide. The dining room has:

- 4 x tables (number of tables in the dining room is flexible)
- 26 x chairs
- 1 x dresser

### **Communal Areas - Bathroom**

The house bathroom is available for communal use as well as for the use of guests staying in Room 2. It is situated on the main upper floor landing.

The door leading to the bathroom door is 71 cm wide. The bathroom has:

- Shower over a bath tub
- Toilet
- Hand basin
- Stool

## **Cafe**

Breakfast is served in Creeping Kate's Kitchen which is 115 metres from Reception. The surface is a combination of flat footpath, tarmac driveway and cobbled courtyard. Creeping Kate's Kitchen can also be accessed through the accommodation with steps leading down from Rooms 7 and 8.

The main doorway into Creeping Kate's Kitchen is 110 cm wide with a step 4 cm high. The eating area is all on the same level. There is a second door into the eating area which is 110 cm wide with no step.

The eating area has 19 indoor tables which are 73 cm high with legs on each corner.

The eating area has chairs without arms which can be moved to accommodate wheelchairs.

Hot food from the daytime menu is available in Creeping Kate's Kitchen from mid morning to mid afternoon during the main season.

## **Shop**

- Gift shops on site selling very limited toiletries.
- Doorway to the Carriage Shop is 146 cm wide with a 3 cm step from outside courtyard.
- The single of a double opening doorway to the Owl Shop is 75 cm wide and is level to the outside footpath.

## **Outdoor Facilities**

- The Coachman's Quarters are situated within 77 acres of Gardens at Muncaster Castle.
- Guests receive free entry to the Gardens, Hawk & Owl Centre and Meadowvole Maze (these latter two when open to the public), with all access level to surrounding footpaths, tarmac driveways and courtyards.
- Much of the Gardens can be seen from the tarmaced Main Driveway, but most more minor paths are not recommended for visitors with mobility restrictions.
- Guests receive discounted entry to the Castle when open. The external doorway to Castle is 138 cm wide with 4 stone steps or a 9 m concrete ramp. The internal doorway to the Castle is 126 cm wide. The ground floor of the Castle is all on the same level. The first floor of the Castle is accessed by 20, followed by another 3 steps or 13 steps leading to different parts of the first floor. All of the steps are carpeted steps and are 197 cm wide. An Induction Loop in the Castle is available for audio tours.

## **Grounds and Gardens**

The Coachman's Quarters are situated in 77 acres of Gardens and over 6 miles of paths, which are either tarmac, grass or and gravel pathways. Please take care when walking within the gardens as due to the hilly, wild nature of the site many paths are rough, uneven and steep in places; and can be boggy after wet weather. If you have mobility problems please be wary of straying off the main driveways. However, if you are fit and steady on your legs we hope you will explore the extensive gardens.

There are various seating areas, with wooden seats situated throughout the gardens.

Dogs are welcome in the gardens if kept on a lead. Assistance dogs are welcome in most of the areas usually closed to pets (incl cafe and castle). No dogs are allowed in the Hawk & Owl Centre or the Old Rose Garden display arena. Please contact us for advice or assistance if you would usually require an assistance dog to enable you to access these areas. There is a designated seating area for dog-owners at the Centre's bird of prey displays on the Meadow. Please respect our other visitors and scoop the poop.

## **Bedrooms**

The doorway to each bedroom is 79 cm wide. Each bedroom is carpeted and has:

- Tea and coffee making facilities with cordless kettle
- Freeview Sky Television
- Hairdryers
- Beds are made up with sheets, duvets and pillows
- Bath towels, hand towels for each guest
- Bath mat for bathroom
- Extra bedding is available in each bedroom
- A wardrobe
- Telephone can receive incoming calls and internal calls but cannot make external calls
- Clock radio
- A folder with further details of the facilities and emergency contacts
- Central heating radiators

The doorway to each en-suite shower room is 79 cm wide, with the exception of Room 1. Each en-suite shower room has:

- shower cubicle with screen, with the exception of Room 1 which has a shower curtain
- toilet
- hand basin
- stool
- electric razor power plug
- towel rail

Bedrooms 1 to 3 are on the upper floor.

Bedroom 1

- There is a king size bed which can also be made into twin beds.

- There are 2 x bedside cabinets, 1 x chest of drawers, 2 x chairs, 1 x fold out bed.
- The door to en suite bathroom is 88 cm wide
- There is a step into the shower cubicle (12.5 cm), however, there is swing seat to assist with access. There is a grab rail next to the shower.
- There are two grab rail, one of each side of toilet.
- There is an alarm pull cord in the bathroom.

#### Bedroom 2

- There are two single beds, one bedside cabinet and one chair.
- There is no en suite bathroom. There is a hand basin. The bathroom facilities are further down the corridor 8 m from the door. This bathroom is for the private use of guests staying in Room 2.
- There is an adjoining door to Room 3, which is kept locked unless required to be open, that is 79 cm wide.

#### Bedroom 3

- There is a double bed, 2 x bedside cabinets, 1 x chair.
- There is an adjoining door to Room 2, which is kept locked unless required to be open, that is 79 cm wide.

Bedrooms 4 to 7 are on the middle floor.

#### Bedroom 4

- There is a king size bed which can also be made into twin beds.
- There are 2 x bedside cabinets, 2 x chairs, 1 x dressing table/desk.

#### Bedroom 5

- There is a double bed and bunk beds. The top bunk bed is accessed by ladder at the bottom of the beds.
- There are 2 x bedside cabinets, 2 x chairs.

#### Bedroom 6

- There is a double bed, bedside cabinets, 2 x chairs, 1 x dressing table/ desk.

#### Bedroom 7

There is a king size bed which can also be made into twin beds, plus a further single bed.

There are 2 x bedside cabinets, 2 x chairs, 1 x single bed, 1 x dressing table/desk.

#### Bedroom 8

- There is a king size bed which can be made into twin beds.
- There are 2 x bedside cabinets, 2 x chairs, 1 x dressing table/desk.
- The en-suite room has a bath.

### Bedroom 9 The Granary

- The kitchenette has 1 x table, 4 x chairs, sink and draining board, cupboard and drawers, 1 x kettle, 1 x microwave, 1 x toaster, 1 x small refrigerator, fire extinguisher.
- The door to the Lounge / bedroom is 72 cm wide. There is a double bed and twin beds.
- There are 2 x bedside cabinets, 2 x chairs, 1 x coffee table, 1 x dressing table.
- There are 2 double sofas (1 of which can be made folded out to make a double bed).

### Bedroom 10 The Granary Annex

- There is a double bed with 2 x bedside cabinets, 2 x chairs, 1 x dressing table, fire extinguisher.

### **Additional Information**

Mobile phone reception is extremely poor.

The accommodation is fully equipped with a smoke / fire alarm and an explanation of the evacuation procedure is located in each bedroom. The alarm is linked by telephone to the residents of Muncaster Castle and the local Fire Service offices. If you require more assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely.

We are happy to take delivery of hired equipment (please let us know if you have quoted our telephone number, 01229 717614, to the hire company).

We are a no smoking premise (smoking is allowed in the courtyard, which has level entry, and bins are provided).

### **Contact Information**

Address: The Coachman's Quarters

Muncaster Castle

Ravenglass

Cumbria CA18 1RQ

- Telephone: 01229 717614
- Fax: 01229 717010
- Email: [info@muncaster.co.uk](mailto:info@muncaster.co.uk)
- Website: [www.muncaster.co.uk](http://www.muncaster.co.uk)
- Grid Reference: SD103964

### **Hours of operation:**

- The Coachman's Quarters is open all year round. There is always someone in residence at Muncaster Castle and can be contacted by telephone outside reception hours.

**Reception is open:**

- 9-5, Monday to Friday.
- Out of hours, a telephone is available to contact an on-site member of staff.
- External telephone calls are redirected to the Castle outside of reception hours.

**Local public transport numbers:**

Northern Rail Enquiries Fares and services information 08457 484950

Cumbria County Council Traveline Buses 0870 6082608

Local Taxi Service Gosforth Taxis 019467 25308

Local accessible taxi/transport service : Vivian Gregory 01229 718239 / 07523150188

Car repairs Riverside Garage Holmrook 019467 24228

Emergency services Dial 999 for Police, Fire, Ambulance, Coastguard or Mountain Rescue.

Police (Non emergency calls) 101

Seascale Health Centre 019467 28101

West Cumberland Hospital, Whitehaven 01946 693181

Seascale Pharmacy 019467 28323

**Petrol**

North - Holmrook (3 miles) open daily from 6am to 11pm also sells a range of basic groceries

South - Millom (14 miles) open daily from 8am to 9pm also sells a range of basic groceries

**Grocery Shops/Supermarkets**

North: **Holmrook** - groceries and other basics at the petrol station. **Seascale** - Grocery shop, butcher, Post Office, chemist (sells fruit & veg). **Gosforth** - Lakeland Habit, groceries, newspapers, cafe. **Egremont** - Co-Operative Stores. **Whitehaven**: Tesco, Morrison, Aldi

South: **Bootle** - Stores and Post Office. **Millom**: Co-Operative Stores, Tesco

**Banks**

HSBC - Egremont (14 miles)

All major banks in Whitehaven (20 miles)

Link-type cash machines at the Pennington Hotel in Ravenglass, Holmrook petrol station, Seascale Beach Stores, Eskdale Stores in Eskdale Green, Bootle Stores.

### **Tourist Information Centres**

- Egremont (14 miles) at Lowes Court Gallery 01946 820693
- Broughton in Furness 01229 716115

### **Contact us**

You are most welcome to contact us on 01229 717614 or by email at [info@muncaster.co.uk](mailto:info@muncaster.co.uk) if you have concerns or queries not answered here and/or that you would like to discuss further with us.

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