

# **ACCESS STATEMENT**

**HORSESHOE LODGE, HIGHCLIFFE, DORSET, BH23 5LX**

## **Introduction**

An Access Statement is now required by law to assist individuals with disability ensure the accommodation they book is suitable for their purposes.

Horseshoe Lodge is a luxury Grade II listed detached self catering cottage with 18<sup>th</sup> century origins. The cottage was completely renovated and refurbished at the end of 2008 and is set in a quiet semi rural location close to the New Forest and within walking distance of Highcliffe's spectacular cliff top and beach.

Our aim is to provide top quality, clean accommodation so that visitors can unwind and enjoy their stay on the South Coast / New Forest.

## **Pre-Arrival**

We have a professionally designed website which fully describes Horseshoe Lodge with both comprehensive text and photographs.

The website incorporates a Google mapping system which clearly directs visitors to our location whilst additionally displaying the proximity of other New Forest attractions and buildings.

Our tariff page displays our up to date availability calendar, tariff, booking process, method of payment, full terms and conditions, access statement with floor plan and how to contact us by mail, email or telephone.

Horseshoe Lodge is accessible by public transport.

Take South West Trains to New Milton railway station. There is a taxi rank here for onward travel. Alternatively, a short walk to Whitefield Road bus terminal and take the Wilts & Dorset X1 or X2 bus to Lymington Road, Highcliffe. A level 350 metres walk down Gordon Road or Chewton Common Road leads to Horseshoe Lodge.

Take the train to Hinton Admiral Station and then walk to Horseshoe Lodge. Turn left out of the station. After 80 metres, turn right into Hinton Wood Avenue. Turn left after 540 metres into Holmhurst Avenue. After 20 metres turn right into Lakewood Avenue, Turn right after 280 metres into Thursby Road and then left into Braemar Drive. Turn right after 380 metres into Chewton Common Road. Horseshoe Lodge will then be found about 600 metres on the left hand side. Total distance is approximately 1.9 Kilometres.

All the above and other local information is available in large print if required.

## **Arrival and Car Parking Facilities**

There is a reserved off road parking space on a gravel base outside the entrance to Horseshoe Lodge.

This space is 600cms from the garden entrance gate (100cms wide). There is a detached garage (suitable for a small car and bikes) next to the entrance gate which has a 210cm wide up and over entrance door. All of the area is level ground.

A 19 metres long level gravel path leads to the front door.

From the garden, 2 steps measuring 10cms and 24cms lead into the rear of the garage. The entrance door measures 77cms wider

Two security lights operate from dusk to dawn to light the entrance walk way. The porch also has a light which can be left on.

## **Main Entrance**

The single leaf timber entrance door opens inwards and is 74cms wide. It has two key holes at 128cms and 136cms high. This door leads directly into the lounge / dining room areas. The flooring is slate and a step measuring 14cms high separates the two areas.

### **Hall, Stairs, Landing, Corridors etc.**

There are 12 stair steps leading up to the first floor. These are 20cms high, 24cms deep and 84cms wide. There is a sturdy handrail on the left hand side. The door ways leading from the dining room into the kitchen area are 76cms and 75cms wide. The rear kitchen door leading outside measures 76cms wide and has a step drop of 12cms.

Light switches are set between 128cms and 142cms high, Electrical sockets at approximately 10cms high.

### **Sitting Room, Lounge, Lobbies etc.**

The dining room has a table which measures 152cms x 91cms with a 65cm under clearance. The TV is set up on a wall bracket 143cms from the floor. This can be operated by remote control.

There is a wall mounted fire extinguisher set at 113cms high.

### **Bedrooms and Sleeping Areas**

All bedding provided is 600TC Egyptian cotton, pillows and duvets are feather filled. Non allergenic are available upon request with prior notice.

- 1) The double ground floor bedroom is reached from the lounge area through a timber door opening inwards which measures 75cms wide.  
The bed mattress is 55cms from the floor and is 24cms deep.  
A TV/DVD is secured to the wall 152cms from the floor. It can be operated by remote control.  
Bedside cabinets are either side of the bed with lamps, clock and radio/iPod docking station.  
Vanity shelf with mirror is fixed to the wall and has 91cms clearance from the floor to shelf.  
The floor is slate and level.
- 2) The single ground floor bedroom is reached from the dining room through a timber door which opens inwards measuring 69cms wide.  
The bed mattress is 60cms from the floor and is 21cms deep.  
A bedside cabinet with lamp and alarm clock is provided.  
The floor is slate and level.
- 3) The first floor bedroom can be made up as a 5' double or twin 2'6" beds which are suitable for the children.  
The bed is a zip and link divan and the mattress is 67cms from the floor and is 25cms deep.  
Bedside cabinets are either side of the bed with lamps and alarm clock.  
There is a TV/DVD, placed on a low level chest, which can be operated by remote control.  
There is a fire extinguisher in this bedroom which is wall mounted at 168cms.  
The access doorway is 74cms wide and opens inwards.

### **Shower room and WC**

The ground floor family shower room has a walk in rainforest shower, toilet and pedestal sink. The shower tray measures 118cms x 74cms with an access step of 22cms. The toilet seat is 42cms high from the slate flooring. The entrance into the shower room is via a timber door, 68cms wide, opening inwards.

### **Kitchen**

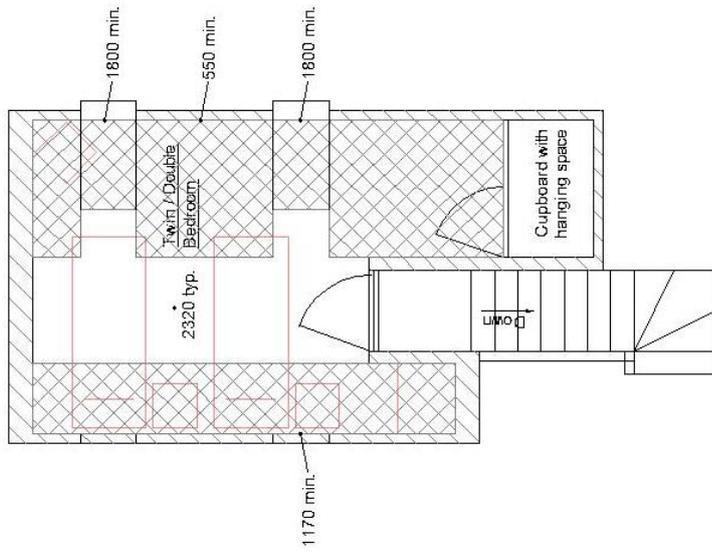
All work surfaces are 90cms high. The toaster, microwave and kettle are located on the work surface. The sink is built into the worktop and equipped with a lever arm mixer tap. A washing/drying machine, a fridge and a dishwasher are integrated into the base units. The hob is integrated into the worktop. The integrated oven is 74cms and the combination oven/grill is 120cms from the floor.

The base unit level freezer is in the garage.

The entrance door leading into the kitchen is glazed, opens inwards and is 75cms wide.

The combination boiler is wall mounted and provides instant hot water and heating.

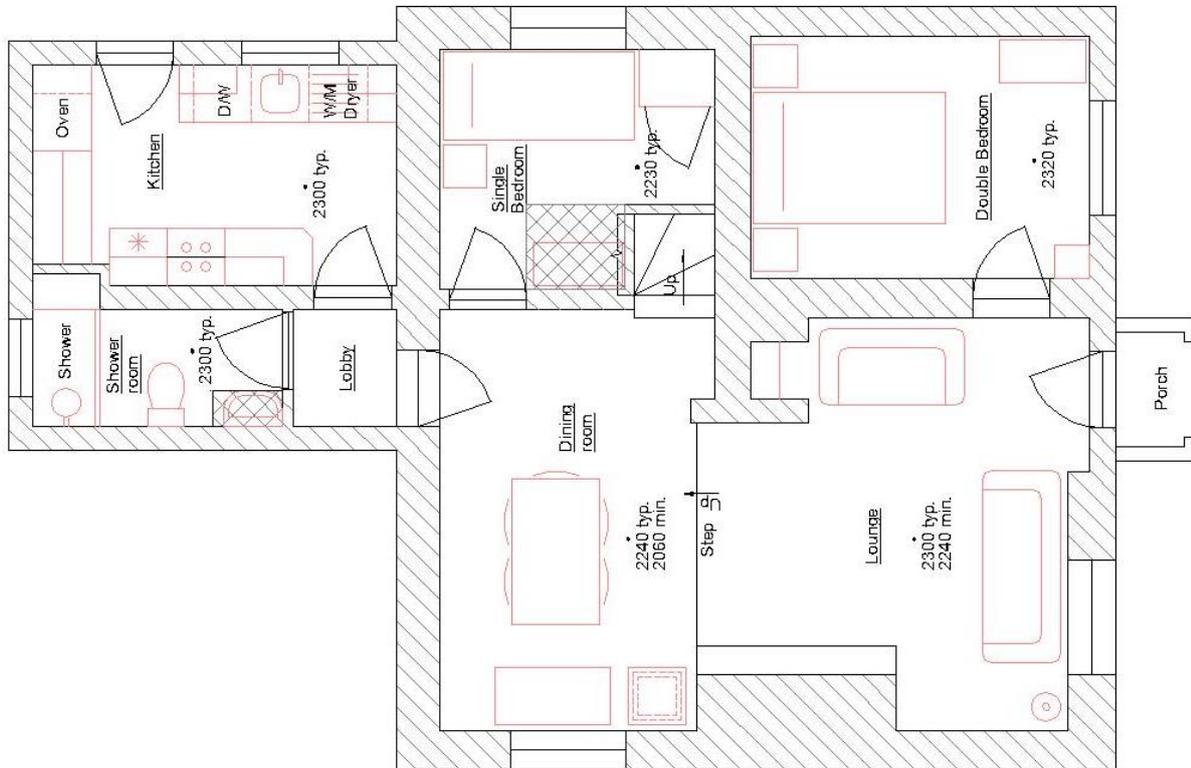
**Floor Plan**



**First Floor**

Typical and minimum ceiling height in mm.  
2320 typ.  
2240 min.

Headroom restricted in these areas.



**Ground Floor**

**Horseshoe Lodge Floor Plans**

NOT TO SCALE. INDICATIVE ONLY.

## **Garden**

The pretty and well stocked garden has a gravel access path.

The timber patio table with seating for 5 persons has an under clearance of 68cms.

## **Additional Information**

The cottage operates a strictly no smoking / no pets policy.

Children over the age of 3 are welcome. The cottage may not be suitable for children under 3 years. Please see "Points to be noted when bringing younger children to the cottage.", below.

An information folder in large font can be provided on request.

Good mobile phone reception.

Free wireless broadband connection using BT Homehub.

Payment to be made by cheque, please contact us if this is not possible.

## **Directions to the nearest shops**

From the front gate of the cottage, turn right, then first left into Gordon Road. At the cross roads turn right and you will find a Tesco Express and an array of shops in the High Street.

## **Points to be noted when bringing younger children to the cottage**

We are very aware that all children are different and achieve stages of development at varying ages. We therefore thought it better to inform you of the possible hazards to allow you to make a judgement as to whether our cottage is suitable for your family.

When making a booking you are accepting the accommodation based on information given on our web site and in our documents.

Points to consider are:

- If a child is to be sleeping in the upstairs bedroom, they will need to descend the stairs to reach the toilet. This may not be suitable for some children.
- There is a step between the lounge and dining area which could be easily missed by younger children. Please see our floor plan.
- The entire downstairs has stone flooring so a fall will result in a harder landing than on carpet. The stairs and upstairs bedroom are carpeted.
- We do not provide stair gates at the cottage and it is not possible to fit them due to parts of the cottage being over 200 years old.
- In the upstairs bedroom the lower level of the window opening is only 540mm from the floor. Therefore care should be taken if a window is open in this room and young children are in the cottage. No barriers are provided.
- If children are to sleep in the double bedroom downstairs, (see floor plan) the bedside cupboards are very close to the bed.
- Bed mats are not provided so if you require them we request that you supply them yourself please.

- We do not provide highchairs, cots or plug clovers so if they are needed please provide your own.
- The garden is enclosed and the gates can be bolted but we do not guarantee that the garden is completely hazard free.

We would be very happy to discuss this matter further, if you wish, in the hope that we can help with your requirements.

**Correspondence Address**

C/o 55 Smugglers Lane North,

Highcliffe,

Christchurch,

Dorset,

BH23 4NQ

Telephone: 01425 273 952

Email: [info@horseshoelodge.co.uk](mailto:info@horseshoelodge.co.uk)

Website: [www.horseshoelodge.co.uk](http://www.horseshoelodge.co.uk)

Hours of operation: 24 hours, 7 days a week.

Emergency number 07796967443

**Local Equipment Hire Companies**

Go Easy, 411 Lymington Road, Highcliffe. 01425 280 044

New Forest Disability Information Service, 6 Osborne Road, New Milton. 01425 628 750.

**Local Public Transport Numbers**

We have detailed all the relevant bus, coach and train companies and contact information for each.

**Bus Travel**

There are 3 bus companies. Please contact them for information on timetables, access and fares.

Solent Blue Line at Southampton	02380 618 233	<a href="http://www.solentblueline.com">www.solentblueline.com</a>
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Wilts & Dorset at Poole	01202 673 555	<a href="http://www.wdbus.co.uk">www.wdbus.co.uk</a>
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Yellow Bus at Bournemouth	01202 636 060	<a href="http://www.yellowbuses.co.uk">www.yellowbuses.co.uk</a>
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**Car Travel**

Listed below are car parks which have disabled toilets.

Barton Court Avenue

Beaulieu

Blackwater Forestry Commission

Bolderwood Forestry Commission

Bransgore (open 7 a.m. – 7 p.m.)

Brockenhurst (open 7 a.m. – 7 p.m.)

Burley

Calshot Spit

Fawley, School Road (open 7 a.m. – 4 p.m.)

Fordingbridge, Roundhill (open summer 7 a.m. – 7 p.m., winter 7 a.m. – 5 p.m.)

Hythe, Prospect Place (open summer 6.30 a.m. – 9 p.m., winter 6.30 a.m. – 7 p.m.)

Keyhaven  
Lymington, Bath Road  
Lymington, New Street  
Lymington Quay  
Lymington, rear of M&S  
Lyndhurst (open 7.30 a.m. – 5 p.m. in winter)  
Lyndhurst, (Old Block)  
Milford, Camden Hurst  
Milford, Sea Road  
New Milton, Old Milton Road  
New Milton, Station Road  
Ringwood, Furlong  
Totton, Eling Cemetery  
Totton, Library Road  
Totton, Winsor Road  
Wilverley Plain Forestry Commission  
Highcliffe, Crows Nest  
Highcliffe, Recreation Ground, Wharnccliffe Road  
Highcliffe, Sea Corner, Waterford Road  
Christchurch, Bridge Street  
Christchurch, Christchurch Quay  
Christchurch, Saxon Square

In most cases a 'Radar' key will be needed to open the disabled toilets. You can apply for a key from:

RADAR, 12 City Forum, 250 City Road, London, EC1V 8AF. Tel: 0207 250 3222. Email: [radar@radar.org.uk](mailto:radar@radar.org.uk).  
Web: [www.radar.org.uk](http://www.radar.org.uk).

Alternatively, you may be able to borrow a key from Visitor Information Centres around the New Forest areas during opening hours.

### **Coach Travel**

National Express Coaches call at Lyndhurst, Lymington, Ringwood, Southampton and Bournemouth.

Timetables, fares and access can be sought from:

National Express 08705 808 080 between 8 a.m. – 8 p.m.

Travel Helpline 0121 423 8479

[www.nationalexpress.com](http://www.nationalexpress.com)

### **Ferry Travel**

Three ferry companies operate.

Red Funnel - Southampton to Cowes, Isle of Wight. 0870 444 8898 [www.redfunnel.co.uk](http://www.redfunnel.co.uk)

Wightlink - Lymington to Yarmouth, Isle of Wight 0870 582 7744 [www.wightlink.co.uk](http://www.wightlink.co.uk)

White Horse Ferries – Hythe to Southampton 0238 084 0722 [www.hytheferry.co.uk](http://www.hytheferry.co.uk)

### **Train Travel**

The main train services are operated by South West Trains. Please contact South West Trains if you require assisted travel.

Tel: 0870 000 5151 [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

For further additional information on travel please contact:

Getting About Guide New Forest  
Passenger Transport Group  
Environmental Department  
Hampshire County Council  
The Castle

Winchester  
SO23 8UD  
01962 874 042

[www.hants.gov.uk/passengertransport](http://www.hants.gov.uk/passengertransport)

Disabled Persons Transport Advisory Committee (DPTAC)  
0207 944 8011

[www.dptac.gov.uk/door-to-door](http://www.dptac.gov.uk/door-to-door)

Traveline  
0871 200 2233

[www.traveline.org.uk](http://www.traveline.org.uk)

**Emergency/non-emergency telephone numbers:**

Emergency services (ambulance, police, fire service)  
999

Non-emergency service  
101

Dorset police  
01202 222 222

Bournemouth hospital  
Castle Lane East  
Bournemouth  
BH7 7DW  
**Tel.** 01202 303626  
**www.rbch.nhs.uk**

Lymington minor injuries unit  
Lymington New Forest Hospital, Wellworthy Road, SO41  
8QD. Open from 8.30am-9pm. Tel: 01590 663101

NHS Direct  
0845 4647

**Feedback**

We welcome feed back to help us continually improve our service, If you have any comments, please contact us direct on 01425 273 952 or e-mail us on [info@horseshoelodge.co.uk](mailto:info@horseshoelodge.co.uk)