

The Pendennis Guest House Access / Accommodation Statement

Introduction

Penzance is a bustling town with interesting shops and a huge variety of pubs, restaurants and cafe-bars, serving excellent food with something to suit all tastes and all within walking distance of the house, however, Penzance can be awkward to navigate for wheelchair users as one of the main streets, market Jew St has granite paving and is quite steep

The House is an end of terrace 10 bedroomed Victorian house. Whilst we aim to meet the needs of all our guests there are some features which might make access difficult for people with limited mobility.

We are located on a slight hill and have rooms at different levels, the main entrance to the house is on the first floor and there are a number of steps into the house and between rooms.

Rooms are of typical large Victorian proportions and access via the front involves climbing 13 steps and therefore is not suitable for wheelchair users.

Pre-Arrival

- We are located towards the top of a tree lined street.
- The nearest shops are approximately 10 minutes walk away.
- The nearest bus stop is just under a ¼ mile away at the top and bottom of Alexandra Road. Buses run regularly.
- The nearest railway station is Penzance which is approximately 1 mile away. Taxis are usually available at the station but we can book one for you in advance if required.
- There are several local taxi companies; we can make bookings in advance for you.
- We have 2 well behaved dogs that are kept in owner's accommodation, but we regret that we are therefore unable to accommodate dogs.
- We regret we do not have facilities to prepare documents in braille.
- Our website www.thependennis.co.uk provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone, text or e-mail. Please see the "Contact Information" section of this document for full details.

Arrival and Car Parking

- Please advise us of your anticipated arrival time so that we can be sure we are here to welcome you.
- To ensure your accommodation is ready we ask that guests do not normally arrive before 4pm. earlier arrival may, however, be possible by arrangement.
- Parking is on street, unrestricted and safe.
- We offer assistance with luggage.

Main Entrance

- There are 13 steps up to the front door with a hand rail on each side.
- The front door is normally open but the inner door is closed and you will need to ring to gain access on arrival.

Dining Room – Lower Level

- Breakfast is served in the dining room.
- The Dining Room is located at the lower level of the house via 15 steps down from the main reception hall
- The dining room is fully carpeted
- We are not licensed for the sale of alcohol

Bedroom 1 - Hallway

- The house is typical 4 storeys Victorian. 13 steps with side handrails up to hallway and entrance
- The hallway leads into bedroom 1
- This room has 2 single 3ft divan beds, one has all round access the other has side access, this room is let as a twin en suite, but can also be let as a super king or single. The two beds can be made to a 6 ft. super king double. There is also a Sofa in a recess this has side access, this can be made in to a small single bed

Bedroom 2 – 1st Level

- From the Hallway there are 13 stairs with handrails to bedroom 2.
- This room has a 4ft 6 divan bed with access around both sides; this room is let as double or single en suite.

Shower and toilet – 1st Level

- From the Hallway there are 13 stairs with handrails to shower and toilet room.
- This room is for the use of bedroom 5 or 9. We never use this for both rooms unless they are booked together and know each other.

Bedroom 3 – 2nd Level

- From the 1st level there are 8 stairs with handrails to bedroom 3
- This room has 2 single 3ft divan beds, one has all round access, the other has side access, there is a day bed in a recess, with side access, this can be used as a small single bed, The two beds can be made to a 6 ft. super king double this room is let as a Triple en suite room sleeping up to 3, it can also be let as a twin or double en suite.

Bedroom 4 – 2nd Level

- From the 1st level there are 8 stairs with handrails to bedroom 4
- This room has king size 5ft bed with all round access, there is a sofa which converts into a single bed, this room is let as a super double en suite room sleeping up to 2, it can also be let as a triple en suite.

Bedroom 5 – 2ND Level

- From the 1ST level there are 8 stairs with handrails to bedroom 5
- This room has a single 3 ft. divan with side access, this room is let as a standard single, the toilet and shower are located on 1st Level

Bedroom 6 – 3rd Level

- From the 2nd level there are 9 stairs with handrails to bedroom 6
- This room has 5ft king size bed with all round access, this room is let as a double en suite.

Bedroom 7 – 4th Level

- From the 3rd level there are 11 stairs with handrails to bedroom 7
- This room has 4ft 6 divan bed with all round access, this room is let as a double en suite room, and it can also be let as a single en suite.

Bedroom 8 – 4th Level

- From the 3rd level there are 11 stairs with handrails to bedroom 8
- This room has 4ft 6 divan bed with all round access, this room is let as a double en suite.

Bedroom 9 – 4th Level

- From the 3rd level there are 11 stairs with handrails to bedroom 9
- This room has a single 3 ft divan with side access, this room is let as a standard single, the toilet and shower are located on 1st Level

Bedrooms

- Colour freeview digital TV are in each room.
- Tea and coffee facilities are provided.
- There are en suite facilities in all rooms except room 5 & 9 (we do not normally let both rooms 5 and 9 unless parties know each other and are prepared to share the shower room), en suite consists of Shower, toilet and washbasin
- Room 5 and 9 (standard single) has a washbasin, shower and toilet facilities are on level 1
- We also provide a hair dryer
- Our beds are normally made with duvets, they are hollow fibre type. All pillows are hollow fibre
- There is a wardrobe, chest of drawers, dressing table and chair in each room except room 5 and 9 which has a wardrobe, chest of drawers and chair.
- There is a folder in each bedroom which contains further information about the area.

Gardens

- We have a large front patio with table and 4 chairs, this area has won second place 2006 and 2007 for the best kept patio in the Penzance garden in bloom competition.
- Guests are very welcome to enjoy our front patio at all times.
- There are 3 steps down into the Patio area.

Additional Information

- There is a fire extinguisher in the entrance hall and another at 2nd level and 4th level

- In the event of a fire we will sound the audible fire alarm. Please advise us if you have a hearing impairment and might not hear this.
- In the event of a fire you can activate the alarm by pressing the fire alarm buttons, these are located on lower level (outside Kitchen), Level 1 (outside room 1), Level 2 (outside rooms 3 and 4) , level 4 (outside rooms 7, 8 and 9)
- The building can be evacuated via the door from the entrance hall. In an emergency there is also an exit via our dining and kitchen area on the lower level.
- We do not permit smoking in the house but you may smoke in our front Patio. Please request and ash tray.
- We are happy to cater for special diets or any particular likes or dislikes. Please advise us of these before your arrival.
- We are happy to refrigerate any medication. We can also keep any perishables (such as clotted cream!) in our fridge for a limited period.
- Mobile phone reception at the house is generally ok but in some of the surrounding area there is no signal.

Contact Information

- **Address:** The Pendennis, Alexandra Road, Penzance, Cornwall, TR18 4LZ.
- **Telephone/fax number:** is 01736 363823. When we are away from home this number is diverted to our mobile phone.
- **Mobile Phone:** for text messages 07795 817312
- **E-mail address:** thependennis@gmail.com
- **Website:** www.thependennis.co.uk
- We are open all year but do take occasional days off.

Future Plans for our House

- In January / February we take the opportunity to redecorate.

If you require further details or have any comments about the services we provide do not hesitate to contact us.