

This Accessibility Guide does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests.

Introduction

The Farmhouse dates from the 18th Century, which was then extended and pushed up in the first half of the 19th century – probably round about 1840. It may not be practicable to make wholesale changes to our access, as this would be detrimental to the character of the property. However, we do intend to make the Farmhouse as accessible as we can, in order that as many people as possible can enjoy a stay in our wonderful home in Northumberland National Park. The accommodation consists of four first floor rooms.

Should you need any further information or assistance with planning your stay please call us on 01434 689857 or email us at relax@carraw.co.uk . We also welcome your feedback to help us continuously improve, so if you have any comments please do not hesitate to contact us.

Pre Arrival

- Check in is from 16.00 hours to 20.00 hours (earlier or later check in by prior arrangement). A familiarisation tour of the Farmhouse is carried out on arrival.
- Public transport provision in the area is limited – we keep copies of all public transport timetables. The nearest railway stations are at Hexham; 10 miles away and Haydon Bridge; 7 miles away. The AD122 seasonal bus service runs from Easter to October.
- Breakfast is partially self-service, but by request this can be fully served.
- Dogs, except well behaved assistance dogs, or other pets are not allowed in the Farmhouse.
- Mobile phone reception is generally good.
- Wireless broadband internet access is available throughout the Farmhouse including the Barn Annex (subject to compatibility and availability).
- The Farmhouse is a no smoking premises.
- Heating throughout the Farmhouse is by thermostatically controlled radiators.
- We can store medication in our main fridge on request (not available 24 hours).
- A washing machine is available for use (by prior arrangement with staff).
- The nearest village is Humshaugh; five miles away.
- You can contact us via phone or email.

Emergency Actions

- There are linked smoke / heat detectors fitted in the Farmhouse, including the Barn Annex. This covers all the bedrooms, the ground floor public rooms and the staircases.
- Emergency lighting is fitted above the main entrance doors and on the staircases of the Farmhouse including the Barn Annex.
- We are able to use the front, patio and back doors in the need of evacuation, the fire alarm will sound continuously if evacuation is needed. If you require more assistance for evacuating, please notify us on arrival and we will ensure you are evacuated safely, for example, hearing impairment.
- Emergency information is provided within the guest information books in each bedroom and can be communicated verbally on request.
- Please let us know if you have any concerns about procedures.

Arrival and Car Parking Facilities

- We have a large car park to the west side of the Farmhouse surfaced with gravel. The location of the main entrance is indicated by "reflective" signs. There is an entrance gate to the main car park; this is open 24 hours when the Bed and Breakfast is operating. During the hours of darkness, the car park is lit.
- We have marked parking bays. Due to limited parking spaces we do not have any designated disabled bays. If you require parking facilities near to the entrance then please do not hesitate to contact us, we will be happy to reserve a bay for you.
- There are two steps, height 15cm, from the car park and a footpath made up of rustic slabs to the front entrance of the farmhouse. During the hours of darkness, the footpath is lit by an outside light with a motion sensor.
- We are happy to assist guests with luggage.

The Farmhouse

Main Entrance and Hallway

- The main entrance has no steps. The front door has a threshold which is 13cm high.
- The front door is always locked but we do have a push button bell 140cm above the ground.
- The door is 90cm wide, side hung, opening in with a lever handle mechanism.
- On entry, there is a hallway approximately 220cm wide by 800cm long.
- There is seating provided in the hallway.
- There is short pile carpet flooring throughout the entrance hallway.

- The hallway is well lit and has a good colour contrast of walls, floors and furniture.

Barn Lobby

- The floor surface of the barn lobby is tiled.
- The barn lobby is well lit and has a good colour contrast of walls and floors.

Downstairs Cloakroom

- The doorway to the cloakroom is 67cm wide, outward opening.
- The floor surface within the cloakroom is cushion floor.
- Free floor space clear of door is 90cm x 80cm.
- The basin is curved fronted and has clear under space. It is 78cm high.
- The toilet has no left or right side transfer and is 40cm high.
- Basin fittings are antique style taps with lever handles.
- The cloakroom has no window but is well lit and has a good colour contrast of walls, floors and furniture.

Dining Room

- All meals are served in the dining room on the ground floor. There are no steps. The doorway to the dining room from the main hallway is 86cm wide and from the barn lobby is 74cm wide.
- Breakfast is a mixture of table service and self-service. Evening Meals are table service. Please let us know if you have any specific requirements for breakfast and / or evening meals.
- Furniture is flexible and can be moved on request.
- Tables have an under space of 63cm high and range from 47cm to 93cm wide, with a height of 77cm (legs on each corner). There are chairs without arms which can be moved to accommodate guest's requirements.
- We play background music in the dining room at mealtimes.
- There is short pile carpet flooring throughout the dining room.
- The dining room is well lit and has a good colour contrast of walls, floors and furniture.

Guest Lounge

- The guest lounge is located on the ground floor. There are no steps. The doorway to the guest lounge from the barn lobby is 82cm wide.

- The lounge provides access to the garden and patio area (see below). The doors open outwards to provide a minimum width of 74cm and a maximum width of 1.6 metres, with a threshold 9cm high.
- There are two 2 seater settees in the lounge.
- There is a 51cm remote control colour television with teletext, offering subtitle facilities. Freeview television and a combined DVD/Video Player is also available.
- There is short pile carpet flooring throughout the guest lounge.
- The guest lounge is well lit and has a good colour contrast of walls, floors and furniture.

Bedrooms

There are 3 bedrooms, all on the first floor.

Brocolitia.

- From the main hallway a flight of 13 stairs, 94cm wide x 22cm deep x 18cm high with a full length handrail on each side, lead to a landing, 320cm wide x 106cm deep, on the first floor. The landing floor surface is old stained floorboards.
- The stairs are carpeted with short pile carpet.
- The doorway to the bedroom is 81cm wide.
- Brocolitia can either be a double bedded room or a twin bedded room.
- Divan beds are provided and are 64cm high.
- At least 50cm routes within the bedroom, for example, to the side of beds, between beds and other furniture, therefore allowing for left or right transfer to beds in any combination.
- Largest free space clear of doors and furniture is 3.4 metres by 1.2 metres. There is a 23-inch flat screen remote control television with Freeview, built in DVD Player and teletext available, offering subtitle facilities.
- Two wicker chairs with arms are provided in the room.
- There is a tea tray and cordless kettle in the room.
- There is an ensuite bathroom with over bath shower (see below for details).
- The bedroom floor surface is old stained floorboards, with short pile rugs next to all the beds.
- The bedroom is well lit and has a good colour contrast of walls, floors and furniture.

Brocolitia Ensuite Bathroom

- There is an ensuite bathroom with over bath shower.

- The doorway to the bathroom is 74cm wide, outward opening.
- The floor surface within bathroom is cushion floor.
- Free floor space clear of door is 186cm x 110cm.
- The bath edge is 57cm high.
- The basin is curved fronted and is supported by a pedestal. It is 80cm high.
- The toilet has limited left and right side transfer with available free space of 30cm each side. The toilet is 40cm high.
- Bathroom fittings are antique style taps with lever handles. Shower uses mixer taps to control temperature and flow.
- A safety handle, to provide balance assistance when getting in and out of the bath is available on request.
- A non slip bath mat is available in the room.
- There is an illuminated mirror with shaver point.
- The bathroom has no window but is well lit and has a good colour contrast of walls, floors and furniture.

Housesteads

- From the barn lobby a flight of 3 stairs, 78cm wide x 25cm deep x 19cm high with a full length handrail on one side, lead to a half landing, 78cm wide x 78cm deep with 1 step 19cm high. There are a further 7 stairs, 19cm high, 25cm deep and 78cm wide with a handrail on one side, to the left leading to a landing, 110cm deep x 100cm wide, on the first floor.
- The stairs and landing are carpeted with short pile carpet.
- The doorway to the bedroom is 74cm wide.
- Housesteads is a double-bedded room.
- A pine-framed double bed is provided and is 57cm high.
- At least 60cm routes within the bedroom, for example, to the side of bed, between bed and other furniture, therefore allowing for left or right transfer to the bed.
- There is a 19-inch flat screen remote control television with Freeview, built in DVD Player, iPod docking facility and teletext available, offering subtitle facilities.
- One wicker chair with arms is provided in the room.
- There is a tea tray and cordless kettle in the room.
- There is an ensuite shower room (see below for details).

- There is short pile carpet flooring throughout the bedroom.
- The bedroom is well lit and has a good colour contrast of walls, floors and furniture.

Housesteads Ensuite Shower Room

- There is an ensuite shower room.
- The doorway to the bathroom is 67cm wide, inward opening.
- The floor surface within bathroom is cushion floor.
- Free floor space clear of door is 90cm x 70cm.
- The shower cubicle is 90cm wide x 60 cm deep with sliding glass concertina door. Shower cubicle edge/step is 18cm high.
- The basin is curved fronted and is supported by a pedestal. It is 78cm high.
- The toilet has limited left and right side transfer with available free space of 30cm each side. The toilet is 40cm high.
- Bathroom fittings are antique style taps with lever handles. Shower uses mixer taps to control temperature and flow.
- A non slip shower mat is available in the room.
- There is a shaver point and mirror.
- The bathroom is well lit and has a good colour contrast of walls, floors and furniture.

Vindolanda

- From the barn lobby a flight of 3 stairs, 78cm wide x 25cm deep x 19cm high with a full length handrail on one side, lead to a half landing, 78cm wide x 78cm deep with 1 step 19cm high. There are a further 7 stairs, 19cm high, 25cm deep and 78cm wide with a handrail on one side, to the left leading to a landing, 110cm deep x 100cm wide, on the first floor.
- The stairs and landing are carpeted with short pile carpet.
- The doorway to the bedroom is 74cm wide.
- Vindolanda is a double bedded room.
- A king-size divan bed, at 1.5 metres wide, is provided and is 62cm high.
- At least 60cm routes within the bedroom, for example, to the side of beds, between beds and other furniture, therefore allowing for left or right transfer to beds in any combination.
- There is a 19-inch flat screen remote control television with freeview, built in DVD Player, iPod docking facility and teletext available, offering subtitle facilities.

- One wicker chair with arms is provided in the room.
- There is a tea tray and cordless kettle in the room.
- There is an ensuite shower room (see below for details).
- There is short pile carpet flooring throughout the bedroom.
- The bedroom is well lit and has a good colour contrast of walls, floors and furniture.

Vindolanda Ensuite Shower Room

- The doorway to the shower room is 67cm wide, inward opening.
- The floor surface within shower room is cushion floor.
- Free floor space clear of door is 140cm x 100cm.
- The shower cubicle is an 80cm quadrant with two sliding glass doors. Shower cubicle edge/step is 14cm high from the floor.
- The basin is curved fronted and is supported by a pedestal. It is 78cm high.
- The toilet has no left or right side transfer and is 40cm high.
- Bathroom fittings are antique style taps with lever handles. Shower uses mixer taps to control temperature and flow.
- A non slip shower mat is available in the room.
- There is an illuminated mirror with shaver point.
- The bathroom is well lit and has a good colour contrast of walls, floors and furniture.

Grounds and Gardens

- We have a small enclosed garden (flower border and lawn) for residents, which is available to sit in (bench and patio furniture available). This is accessible via the main entrance and the Guest Lounge (see specific room details for any access restrictions)
- As we are situated on a working farm, we are surrounded by farm land which is used for grazing. Therefore, this land is not for guests use.

Hearing Impairment

Accessibility for people with hearing impairment

- All televisions have access to teletext, offering subtitle facilities. Headphones are also available on request.
- All rooms have a digital radio; again headphones are also available on request.
- Guests are normally shown to their rooms, and everything about the room explained to them. However, all the information about the house is contained within a folder in the room.

Sight Impairment

Accessibility for people with sight impairment

- A magnifying sheet and glass are available in the lounge.
- Additional lighting for all rooms is available on request.
- Guests are normally shown to their rooms, and everything about the room explained to them. All the information about the house is also contained within a folder in the room, and this can be relayed to guests as required.