

Access Statement

On the National Accessible Scheme Pickwick's Guest House is **Level M2:**

Typically suitable for a person with restricted walking ability and for those that may need to use a wheelchair some of the time.

This information is also available in large print and on our website.

Location

- Our guest house is located on the main road (London Road) coming from the A40/M40 into Oxford (A420) on the junction of London/Sandfield road, approx 10 min from the ring road of Oxford.
- We are about 30 min walk from Oxford city centre and the university colleges. Oxford Brookes University is 5 min walk across the road.
- The John Radcliffe and Childrens' Hospital can be reached via Sandfield Road in 15 min and the Manor Hospital in 5 min.
- The Churchill & Warnford Hospital and The Nuffield Orthopaedic Trust are approx 20 min walk away from us.

Pre-Arrival Information

- Our location is ideally suited to those travelling with or without a car.
- The house consists of two Edwardian properties linked by a small lounge/bar area. . Whilst we aim to meet the needs of all our guests there are some period features which might make access difficult for people with limited mobility.
- We have 15 bedrooms for our guests, single, double, twin and family, most en-suite.
- There is free car parking at the front of the house and at the back a large garden for relaxation
- The gravelled car park is free and accessible from the main road in front of the house. It is possible to park close to both entrances. **The reception is situated in entrance no 17.**
- The nearest amenities are approximately 5 min walk away.

- The nearest bus stop is just across the road, approx 20 m. Buses run every 5 min into Oxford city centre.
- There is a nearby bus stop for buses from and to London, Heathrow, Gatwick and Stansted airports.
- The railway station in Oxford is approximately 20 min away by bus/taxi. Taxis are usually available at the station but there are also buses to Headington, Sandfield Road stop (No 280, U1).
- Our website www.pickwicksquesthouse.co.uk provides pictures of our accommodation and further information about the services we provide, plus very useful links regarding bus time tables and events in Oxford.
- You can contact us by telephone, voice mail, e-mail or fax. Please see the 'Contact Information' section of this document for full details.
- We are happy to cater for special diets or any particular likes or dislikes. Please advise us of these before your arrival.
- We have free internet access throughout the house.
- We hold a valid fire certification and are regularly inspected by AA and ETC. We are also a member of the Oxford Association of Hotels and Guest Houses.

Arrival and Car Parking

- Please advise us of your anticipated arrival time so that our managers know when they can welcome you.
- To ensure your accommodation is ready, we ask that guests do not normally arrive before 1 pm. Earlier arrival may, however, be possible by arrangement.
- Our checking-out time is 10.30 am the next morning.
- Parking is on a first-come, first-served basis up to the main door. Please park parallel to the entrance doors to leave space for others.
- We offer assistance with luggage.

Main Entrances and Ground Floor Accommodation

- **Access no 17 to reception** by 2 steps (125 cm wide x 14 cm high and 77 cm wide x 14 cm high) into carpeted reception area. Wheelchair access to 1 double bedroom (carpeted) with washbasin and en-suite WC/shower room, too small for wheelchair entry. There is 1 downstairs single en-suite bedroom, but regrettable, not accessible for wheelchair access.

- Wheelchair access into wood-laminated dining room.
- Access to no 17 first floor area by 16 steps (85 cm wide x 17cm high).
- **Access to no 15** by 2 steps (125cm wide x 14 cm high and 80cm wide x 15 cm high) into carpeted hall. 1 twin room, 1 family room both carpeted with en-suite WC/shower bathrooms (non-slip flooring) all accessible by wheelchair through normal sized doors. 1 step (100cm wide x 14cm high) from family room to outside private patio (tiled) overlooking the garden.
- Access to no 15 first floor area by 16 steps (85cm wide x 17 cm high).
- There is a downstairs toilet available to guests through normal door with wheelchair access.
- Wheelchair access from hall to carpeted lounge/bar areas through normal sized door.

Guest Accommodation – Public Areas

- From lounge 2 steps (115cm wide x 19 cm high) up to wood-laminated dining room. Rail on right-hand side.
- Access to garden by 1 step (75 cm wide x 14 cm high) onto paved patio.
- Garden with pond and water feature laid out in grass and flower beds. Tables, chairs and benches provided for guests on paved patio areas.
- Guests are very welcome to enjoy our garden at all times. This is also our only dedicated smoking area.
- The house is centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements.
- At the turn of the stairs on both upstairs landings is an additional step on the corridor.
- In no 17 there is a public bathroom with WC/shower and hand wash basin available for our 2 standard rooms to share. Non-slip flooring. There is also a separate toilet and hand wash basin located opposite this bathroom.

Lounge, Bar and Dining Room

- Guests are welcome to use the carpeted lounge and bar area at any time.
- We are licensed for the sale of alcohol and there are seats at the bar.

- The lounge has 2 two-seater sofas and 1 easy chair, straight back chairs can be moved into there from the dining room, but space is limited. This room has a television and a radio player.
- A selection of local information, maps, magazines and board games is available in the lounge and books can be borrowed and left.
- Breakfast is served in the dining room.

Bedrooms

- Bedrooms on the first floors and ground floors are all carpeted throughout.
- There are en-suite facilities in most rooms consisting of a shower, WC and wash basin. Non-slip flooring in all bathrooms.
- Tea (fruit and ordinary) and coffee (plus de-caff) as well as hot chocolate facilities are provided.
- We also provide a hair dryer, radio alarm clock and TV (some with DVD players).
- Our beds are made with synthetic duvets. All pillows are synthetic and blankets are provided in the wardrobes.
- There is a wardrobe, bedside table and dressing table, luggage stand and easy chair in each room.
- There is a welcome brochure in each bedroom which contains further information about the Guest House and Oxford, and details of emergency contacts including doctors and hospitals.

Additional Information

- There is a fire extinguisher in the entrance hall and another at the top of the guest stairs on both sides of the house.
- In the event of a fire, the fire alarm will go off. Please advise us if you have a hearing impairment and might not hear this. The assembly place is the car park.
- The building can be evacuated via the main doors at the bottom of the stairs and the door into the garden from the dining room. In an emergency there is also a fire exit at the end of the corridor upstairs in no 17.

Contact Information

- **Address:** Pickwick's Guest House, 15-17 London Road, Headington, Oxford OX3 7SP
- **Telephone:** 01865-750487

- **Fax:** 01865-742208
- **E-mail address:** pickwicks@tiscali.co.uk
- **Website:** www.pickwicksguesthouse.co.uk
- We are open all year except for Christmas and New Year. We usually open business again on 2 January of the new year.

Future Plans for our Guest House

- We have a roll-over redecorating system in place which ensures that the house is constantly in very good condition.
- We replace furniture, soft furnishing and bedding as and when needed.
- We aim to replace windows with double glazing when ready for replacement.
- We aim to improve our facilities for mobility impaired people as and when we can as well as for visual and hearing impaired people.

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

Tina Duffelen-Weller, Proprietor
7.11.2007