

Bosinver Farm Cottages - Accessibility Statement

Introduction

Bosinver Farm Cottages is a village style collection of individual, detached self catering properties set in 30 acres of meadows and woods. It is easy to find, close to Polgooth village with an excellent shop and pub, 3 miles from the sea and 2 miles from the centre of St Austell.

We understand that every customer has different accessibility needs and we strive to cater for all. We have implemented Exeter University study recommendations to ensure Bosinver is a friendly, safe and relaxed environment for anyone with special requirements.

For allergy sufferers we provide:

- non allergenic bedding
- pet free cottages
- freezer meals for gluten and nut free/diabetics on request
- Paraben-free hand soap/products
- non-bio washing powder

For hard of hearing we have:

- portable hearing loop in office
- sound monitors for carers

For sight impaired:

- Guide dog bowls/treats/poo bags
- W3C compliant website/downloadable pages
- magnifying glasses to borrow

For families with babies/toddlers:

- a raft of free equipment
- help with luggage/kit storage/unpacking grocery deliveries

For elderly/ mobility impaired:

- Buddleia/ Olearia/Lowen cottages/office/ laundry/play barn/pool games room all wheelchair accessible

- easy click taps
- movement sensitive lights in public areas/approaches to cottages
- parking alongside most cottages with level Tarmac access
- we can provide a shower wheelchair

Three of the properties (Buddleia, Hydrangea and Lowen) are designed for people with limited mobility, using wheelchairs, accompanied by others. Other properties are suitable for ambulant people with limited mobility as they are one storey and have parking alongside.

Pre-Arrival

- We can be contacted by text, telephone and email. There is free wifi internet access available on site. Website is compliant with bobby test and the font can be enlarged. Access statement is available on website and can be downloaded or a copy can be sent in the post.
- Public transport timetables are available in the office and pick ups can be arranged by local taxi from bus or train station in St Austell. There is a bus stop in Polgooth village, 1 mile away and the train station is in St Austell 2 miles away.
- Groceries from the village shop and frozen meals cooked by a local lady can be preordered from the website. Asda and Tesco also deliver groceries here.
- Nearest equipment hire is Tremorvah Industries 01872 324340.
- In addition there are Mobility Equipment Hire Direct 0800 644 6062 who will deliver and Mobility Cornwall 0800 2980717

Level access to cottages



Lowen front

Lowen rear



Buddleia



Olearia

Arrival & Car Parking Facilities

- There is car parking without charge alongside every cottage on level tarmac or concrete. Buddleia, Olearia and Lowen have ramped access into the cottage, all the others have thresholds. There is room to allow access to all parts of a parked car and parking areas are lit by lamps.
- Contact numbers are shown at the office and in every property folder.
- Access to each individual cottage is detailed on the website.

Main Entrance & Office

- Reception has one door with level access onto a tiled floor. Office staff will provide assistance where needed. On arrival there is a familiarisation tour, on level tarmac. A pad, paper, magnifying glass and hearing loop are available at the office desk and the lighting is by LED light. Additional keys are available on request. Office is manned from 9am to dusk.
- Dog water bowls are provided and a kennel for leaving them if required. Guide dogs are allowed in cottages showing the paw symbol.

Public Areas - Hall, Stairs, Landing, Corridors, Sitting room, Lounges, Lobbies

- We have no public areas except games room, soft play barn and indoor pool. All are accessible by wheelchair and all have seating provided with no steps.

Public WCs

- We have a public WC in the soft play and swimming pool which provide wheelchair accessible facilities.

Laundry

- Central laundry room has 3 washing machines and 2 driers. The access is via a tarmac path onto a level concrete floor. Assistance and a service wash is available. Instructions are in large type. Lighting is fluorescent.

Leisure Facilities

- **The games room** has pool table, table tennis and table football. It has a ramp and double door access and seating provided.
- **Soft play barn** has level access through double doors and seating provided.
- Guests with limited mobility wishing to use our **indoor pool** may avoid using steps by a separate entrance (please ask for the code in reception). There is also a disabled toilet and changing room in the main changing room area. There are shallow steps into the 1.2m deep pool with a handrail.

Wheelchair access to pool and changing rooms and tarmac access to tennis court



Tarmac paths to laundry and games room facilities for easier access



Bedrooms & Sleeping Areas

- Bedroom in Olearia on ground floor suitable for wheelchair user has a double divan bed with access from both sides. 33inch door with unobstructed access. Carpet on floor with individual bedside lights. Non allergenic duvets and pillows and dogs are allowed, except in 6 weeks summer school holidays. Staff assistance if required.
- Bedroom in Buddleia for wheelchair users on ground floor with 33inch door. Double bed with non allergenic duvets and pillows. Carpet on floor. No dogs. Staff assistance if required.
- Bedroom in Lowen on the ground floor suitable for wheelchair user has a king size divan bed with access from both sides and Amtico flooring. All rooms have 33” doorways and there is a ramped entrance into the property. No dogs except guide dogs.

Bathroom, Shower-room & WC

- Olearia has an ensuite bathroom with space to turn wheelchair around. Low bath with fitted seat and grab rails. Tiled floor and wooden door for access. Toilet has support rails. Shower cubicle 900mm tray with step and glass doors. Shower is thermostatic and a shower seat is provided.
- Buddleia has non slip lino type flooring in en suite wet room. Corner wc with grab rails. Shower curtain around thermostatic shower with seat fitted to wall and easy wheelchair access and turning space. Wooden door to enter on the level.
- Lowen has a wet room with non-slip flooring, grab rails and wheelchair access.

Lowen



Buddleia



Olearia

Self-Catering Kitchens

- Olearia. Level access from entrance porch on slate tiled floor. Kitchen on left with free standing electric oven. All units are normal worktop height. Lighting is fluorescent tube. There is a free standing fridge freezer and microwave, dishwasher. Plenty of space for wheelchair access.
- Buddleia has level access via ramp through conservatory. Kitchen on right with ceramic tiled floor. All units are normal worktop height. Lighting is fluorescent tube. There is an integrated electric oven with gas hob. There is a freestanding fridge freezer, dishwasher and microwave.
- Lowen has level access via ramp through conservatory and slate floor to kitchen with induction hob. All units are normal worktop height with mid-level built-in oven. There is a large American-style freestanding fridge freezer, dishwasher and microwave. Lighting is LED.

Grounds and Gardens

- All cottages at Bosinver have access to the grounds, there are 5 meadows and gardens around each cottage. The site is well served with concrete and tarmac roadways, level or gently sloping. There are benches scattered around the site and each cottage has outdoor patio furniture.
- Toddlers' outside play area is accessible on grass for wheelchair users and there are seats provided.

Additional Information

- Bosinver has clear fire emergency procedures on the wall in each cottage. Location of equipment is clearly marked and all properties have electric smoke alarms.
- Staff have attended Welcome All course
- Dog bowls are provided
- Space in Olearia, Buddleia and Lowen for carers
- Sound monitors are also available for carers
- Staff assistance is available

Contact Information

Address:

Bosinver Farm Cottages

Trelowth

St Austell

Cornwall

PL26 7DT

Telephone: 01726 72128 or mobile 07971 298913

Fax: 01726 72128

Email: reception@bosinver.co.uk

Website: www.bosinver.co.uk

Grid reference: SW 994511

Hours of operation: 9am-9pm

Emergency number: 07971298913

Local equipment hire companies:

Tremorvah Industries 01872 324340

Mobility Equipment Hire Direct 0800 644 6062 who will deliver

Mobility Cornwall 0800 2980717

Local accessible taxi numbers:

Star Cars 01726 66636

R&L taxis 01726 66600 or 01726 68666

We welcome your feedback to help us continuously improve if you have any comments please phone 0172672128 or email reception@bosinver.co.uk