

## **The Fish Inn at Buttermere: Access Statement**

### **Introduction**

We are a small family run establishment at the centre of Buttermere village a short stroll from Buttermere Lake and Crummock Water. We are a two storey building with all our bedrooms being on the second floor. We have a large public bar which is fully licensed from which we serve morning coffees, lunch and evening meals.

The following is a summary of our provision and if you have any specific questions please feel free to contact us and we will endeavour to help.

### **Pre-Arrival**

We can be contacted by telephone, email or post. We have a web site for information only at this time we do not take bookings via the web site. A letter of confirmation is sent with all bookings along with a tariff and brochure which contains a map and directions to the hotel.

Guests are encouraged to view our web site where all our facilities are explained. The mainline train station is Penrith which is 60 minutes approximately away by car and can be reached by bus taking approximately 1.5 hours with the need for one change at Keswick. The bus stop is approximately 20 metres away from our front gate.

There are a number of taxi companies in the Keswick and Penrith area and we can make a booking for you if required.

We are approximately 8 miles from the town of Keswick and 10 miles from the town of Cockermouth and from Easter to the end of October there are 4 buses a day to Keswick via Honister or Whinlatter.

The nearest shop –mobility scheme is in Penrith.

### **Arrival & Car Parking Facilities**

We have a large car park there are no marked parking bays but plenty of room for all cars. Guests can be dropped off right next to the entrance at the front of the hotel or during the public bar opening hours at the bar door adjacent to the car park. The surface of the car park is tarmac.

We can assist guests with luggage.

**Main Entrance & Reception** Our front gate is 110cm wide.

There is one step to the front door which is 2.5cm high and the front door is 86cm wide.

The front door is open from 7:30am to 11:00pm.

The inner door is 76cm wide.

The distance from the front door to the reception desk is 8.5 meters. The reception desk is 120cm high.

The reception area is open plan with one small lounge just off the inner door with a large entrance arch of 180cm wide with a mix of easy and hard backed chairs a further larger residents lounge has a entrance arch of 176cm wide with a mix of easy and hard backed chairs and coffee tables.

The floor covering throughout the ground floor public area is short pile carpet.

### **Public Areas- General (internal)**

The downstairs hallway is 170cm wide.

The door leading from reception to the bedrooms is 76cm wide.

The hallways and landings have a good colour contrast and are well lit.

The stairs and upstairs landings have a floor covering of short pile carpet.

The dining room, lounges and public bar are located on the ground floor.

There are 16 stairs to the first floor with a small landing after the first 7 stairs.

There are a further two step leading from Room 1 to the rest of the rooms.

The stairs are 20cm high, 25cm deep and 100cm wide.

There is no lift but we are happy to provide assistance with luggage.

### **Public Areas- WC**

All 10 bedrooms are en suite.

There is a public toilet located at the top of the stairs on the first floor for resident's use only.

There are gents and ladies toilets in the bar area.

The outer door to the toilets is 86cm wide.

The doors to the gents and ladies are both 85cm wide.

There are two ladies cubicles, doors are 72cm wide and the cubicles measure 95cm wide and 130cm long.

The ladies basin is 86cm high with no under space. The gents has two urinals and one cubicle.

The urinals are 68cm high.

The gent's cubicle door is 71cm wide and the cubicle measures 86cm wide and 170cm long.

The hand basin in the gent's toilets is 71cm high with under space.

All toilets in the gents and ladies are 40cm high.

### **Dining room and Public bar**

Breakfast is served in the dining room which is located on the ground floor. The door is 78cm wide and 5 meters from the door there are two steps the first with a height of 10cm to a step of 50cm in depth the next step with a height of 10cm.

Furniture is flexible and can be moved on request.

Tables have a under space of either 62cm high and 62 cm wide, 64cm high and 103cm wide or 62cm high and 47cm wide.

Hot food at breakfast is by waitress service with a buffet for cereal, fruits and fruit juices coffee is served from a fresh ground coffee machine, tea is served to your table. However waitress service can be provided if required.

Dinner is served in the Public Bar your order for drinks or food is taken at the bar. For guests staying at the Fish your bill can be credited to your room and if you wish to have your evening meal in the dining room this is not a problem just notify the barperson when placing your order .

The door from the dining room into the Public Bar is 140cm wide.

The Public bar has its own entrance directly from the car park .

The outside door to the bar is accessed by a ramp and the door is 110cm wide with an inner door of 79cm wide.

The round tables have an under space of 67cm high and the rectangular tables are 67cm high and 80cm wide with a depth of 35cm to the centre of the table.

Chairs are a mix of fixed sitting and hard curved backed chairs.

Highchairs are available.

Furniture is mostly not fixed and can be moved on request.

### **Outdoor Facilities**

There is a garden bench situated at the front door of the Fish.

Leading from the Public Bar there is a patio area with fixed picnic tables and benches the benches are attached to the tables but there is ample space at each end of the tables for wheelchairs or highchairs. The door from the bar to the patio is 82cm wide and there are two steps which are 15cm high, 15cm deep and 100cm wide.

The patio can be accessed directly from the car park the entrance being 220cm wide.

The surface of the patio is concrete.

The area is lit at night.

The patio is only open during the Public Bar opening hours, usually 10:30am to 3:00pm and 6:00pm to 10:30pm seven days a week in the summer season.

### **Bedrooms**

There are 10 bedrooms all are en suite with bath and shower and are on the first floor.

All rooms have short pile carpets in the main sleeping area and seven of the en suite bathrooms have laminate flooring.

All have good contrast in decor and easy chairs.

There are smoke detectors and loud audible fire alarms in all guest rooms.

All guest's rooms have a kettle and tea and coffee making facilities.

All rooms have a telephone radio and alarm clock.

All rooms have hairdryers.

Most bedding is non-feather and we can ensure that no feather pillows are used on request.

Directly at the top of the stairs Room 1 is situated the closest to reception and the front door  
Room 1 the door is 78cm wide and it is a double bedded room with en suite bathroom with separate  
cubicle shower and bath.

The shower door is 85cm wide with a step of 24cm high.

The toilet is 40cm high.

The pedestal basin is 80cm high.

All the other en suite facilities have the shower located over the bath.

All en suites have one bath sheet and one hand towel per person.

**Self-Catering Kitchen:** Not available

**Caravans, Holiday Homes &Twin Units:** Not available

**Attractions (Displays,exhibits,rides ect):** Not available

**Conference & Meeting Rooms , Banqueting, Clubs, Entertainment:** Not available

**Laundry:** Not available

**Shop:** Not available

**Treatment rooms:** Not available

**Leisure Facilities:** Not available

### **Additional Information**

We have smoke detectors and a loud fire alarm in all rooms, which will sound continuously in an emergency. If you require assistance for evacuating please notify us on arrival and we will ensure you are evacuated safely.

We are a completely non-smoking building.

We do not accept pets.

Mobile reception is very limited at the Fish signals from some providers can be obtained in the car park .There is a public telephone situated in the bar and all the bedrooms have telephones.

### **Contact information**

Address: The Fish, Buttermere , Near Cockermouth, Cumbria , CA13 9XA

Telephone No: 017687 70253

Fax: 017687 70287

Email: [Info@fishinnbuttermere.co.uk](mailto:Info@fishinnbuttermere.co.uk)

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

Hours of operation: Closed 2nd Jan –Mid February. Hours flexible to business. High season Easter through to end of October open seven days a week .During Winter months open for long weekends

residentially from Thursday to Sunday nights. Public Bar open from Thursday to Monday lunch hours flexible to business .Any structural work or maintenance to be carried out which causes the Fish to be closed usually takes place in the winter months please telephone to check opening times to avoid disappointment. The Fish is home to most of our family so is occupied 24 hours a day .Mainline telephone answered 9:30am -9:30pm.

We welcome your feedback to help us continuously improve if you have any comments please phone 017687 70253 or email us at: [Info@fishinnbuttermere.co.uk](mailto:Info@fishinnbuttermere.co.uk)

Updated on 16th December 2013.