

This access statement 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/visitors.

## **Access Statement for Catton Old Hall B&B**

### **Introduction**

Situated on the outskirts of Norwich in the suburban village of Catton, Catton Old Hall Bed & Breakfast is a Grade II listed building just 2.5 miles from the city centre. It is the perfect place for romantic stays, city breaks with easy access to the countryside and Norfolk Broads and the North Norfolk coast. We are a 40 minute walk to the city centre or a few steps away from the house is a bus stop which has regular buses running into the heart of the city (weekdays and Saturdays every 15 minutes).

We offer 7 en suite rooms, with 2 standard double/twin rooms located on the second floor, 4 double superior rooms located on the first floor and one four poster room also located on the first floor.

As our home is nearly 400 years old there are some period features which make access difficult for those with limited mobility. The house is not suitable for wheelchair users. Access to some rooms is via the original 17th century stairs which are steep and uneven. We have no ground floor rooms and those with mobility problems may have difficulty negotiating some of the stairs. We have no lift. The rooms with the easiest access are the Sir Edward Berry and the St Margaret rooms but both are on the 1st floor.

For breakfast, wherever possible, we use quality locally sourced ingredients with fish and vegetarian options if ordered in advance.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01603 419379 or email [enquiries@catton-hall.co.uk](mailto:enquiries@catton-hall.co.uk).

### **Pre-Arrival**

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info); simply enter your postcode and ours, which is NR6 7HG to get directions.
- The nearest railway station is Norwich, which is 3.5 miles away. Taxis are available at the station. If you require an accessible taxi this can be booked in advance, see contact information for details.
- The nearest bus stop is 50m from the B&B – ask the driver for the stop on Lodge Lane/The Paddocks. There is no shelter or seating. The No. 16 bus runs to/from the bus station every 15 mins Monday – Saturday and every hour on Sundays.
- The pavement on the street leading to the B&B is level paved.
- There is a local company which supplies equipment that can be hired, see contact information for details.
- Our Breakfast Menu can be provided in large print if necessary.

- This Access Statement is available in larger print on request.
- Our website [www.catton-hall.co.uk](http://www.catton-hall.co.uk) provides pictures of our guest rooms and further information about the services we provide.

### **Car Parking and Arrival**

- 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 thoroughly cleaned and ready for you we ask that guests do not normally arrive before 4pm.
- On arrival, we ask all guests to call at our front entrance and ring both door bells at a height of 125cm and 145cm respectively.
- Please note our check in times are from 4pm onwards and our last check in is at 10pm.
- We are closed daily from 11am until 4pm.
- The front door is always locked.
- There is free on-site parking located to the side of the house which gives parking for approximately 9 cars approximately 10m (minimum) from the front door.
- The parking area is a level area and is gravelled and this area extends to the front of the house and the front door. This is lit at night by a motion sensor light, plus a fixed light on the corner of the house and the front of the house is floodlit during the evening.
- Guests may be dropped off immediately outside of the front door which is a level gravelled area.
- There are 2 steps to the front door with no handrails. The steps are 9cm and 4cm deep respectively.
- The front door is 85cm wide. There are no alternative entrances for guests.
- Assistance can be given with hand luggage and light to medium weight luggage from the car to rooms.

### **Welcome Area**

- Guests are welcomed to the rear of the hallway in the reception area, which is level throughout, where they are asked to complete a registration card.
- Entrance is into our Reception Hall (approx 5.5m x 5.3m). From the front door to the bottom of the stairs there is a 1.5m space.
- Seating is available with an antique upright hall sofa with arms.
- The flooring is carpeted.
- The area is lit with a mixture of wall, table and overhead ceiling lights.
- Guests are shown locations of the guest sitting, breakfast room, garden and their bedroom.

### **Bedrooms**

- Access to some rooms is via the original 17th century stairs which are steep and uneven.

- We have no ground floor rooms and those with mobility problems may have extreme difficulty negotiating some of the stairs.
- We have no lift.
- All rooms are for a maximum of two guests and all guests must be registered.
- There is central heating throughout the house. The temperature of each guest bedroom is controlled by thermostatic controls on the radiators.
- The beds are made up with all-season duvets, and the thickness is adjusted to suit the time of year.
- Synthetic duvets are available at all times if preferred but need to be requested at the time of booking.
- We are happy to provide sheets and blankets if preferred. Please specify at the time of booking if required.
- Each bedroom has a hospitality tray with tea, fruit/herb teas, coffee, hot chocolate, biscuits, brown and white sugar, and a bottle of mineral water.
- In each room there is a hair dryer, a clock radio, a trouser press, a TV with remote control and there are either irons and ironing boards in the rooms or access to shared irons and ironing boards. A sewing kit, a basic first aid kit, cotton buds, makeup removal pads, cotton wool and facial wipes are also provided.
- Each room has storage space which usually consists of a wardrobe, chest of drawers, desk, chair, sofa and bedside cabinet or table.
- The average bed height is 54cm, average width of doorways (room entrance) is 80cm.
- In en-suite facilities, en-suite doorways range from 69-75cm in , average WC height is 42cm, average height of wash basins is 80cm.
- Guest Bedroom Nicolas Copping is an ensuite standard double or twin room located on the 2nd floor measuring 5.8m x 4.5m. The bed/beds are 56cm high and either 180cm wide/90cm wide. There is a 2 person sofa in the room.
- Guest Bedroom Robert Bignold is an ensuite standard double or twin room located on the 2nd floor measuring 6.01m x 4.06m. The bed/beds are 56cm high and either 180cm wide/90cm wide. There two easy chairs in the room.
- Guest Bedroom William Bussey is an ensuite double superior room located on the 1st floor measuring 5.4m x 5.35m. It has a 3 person sofa in the room. The bed is 56cm high and is 152 wide.
- Guest Bedroom John Norman is an ensuite double superior room located on the 1st floor measuring 5.43m x 5.10m with 1 double bed. It has a 2 seater sofa in the room. The bed is 152cm wide and 56cm high.
- Guest Bedroom Anna Sewell is an ensuite four poster room located on the 1st floor measuring 6.96m x 4.88m with a dressing area of 4.02m x 2.41m. There is a 3 seater sofa in the room. The bed is 152cm wide and 48cm high.
- Guest Bedroom Sir Edward Berry is an ensuite double superior room on the 1st floor measuring 4.91m x 3.66m with 1 double bed. There is a 2 seater sofa in the room. The bed is 142cm wide and 46cm high.
- Guest Bedroom St Margaret is an ensuite double superior room on the 1st floor measuring 5.29 x 4.76m with 1 double bed. There is a 2 seater sofa in the room. The bed is 188cm wide and is 65cm high.

### **Bathrooms, Shower-rooms & Toilets (Ensuite or Shared)**

- Nicolas Copping room's ensuite bathroom has a basin of 83cm high, a WC 43cm high, the bath has a shower over. The side of bath is 56cm high.
- Robert Bignold room's ensuite shower room has a basin of 75cm high, a WC 45cm high, with a step into the shower cubicle of 6cm. The shower door is 55cm wide.
- The William Bussey room's ensuite has a jacuzzi bath and the bath side is 60cm high, the basin is 81cm high and the WC 42cm high. There is a 9cm step up to the WC and the bidet.
- The John Norman room's ensuite has a spa corner bath and the bath side is 52cm high, the basin is 78cm high and the WC 42cm high. There is a 4cm step up to the WC and the bidet and a 17cm step up to the bath.
- The Anna Sewell room's ensuite has two hand washbasins and a jacuzzi bath. The bath side is 55cm high, with the WC 46cm high and basins 80cm high.
- The Sir Edward Berry room's ensuite has two hand washbasins at 85cm high. There is a jacuzzi corner bath which is 55cm high and the WC is 42cm high.
- The St Margaret room's ensuite has two hand washbasins at 82cm high. There is a jacuzzi corner bath which is 55cm high and the WC is 43cm high.

### **Public Areas - Halls, Stairs, Landings, Corridors**

- Our Breakfast and Sitting Rooms are on the ground floor.
- The ground floor corridor leads to the side exit to the garden is 1m wide and is carpeted.
- The covering on the stairs and upstairs corridors is short pile fitted carpet.
- On the oldest staircase the stairs are wooden and has 14 stairs and is 90cm wide with stairs varying from 15-20cm high and 20-24cm in depth. There are handrails to either side but the stairs are uneven. Access to the William Bussey room is via this staircase and Copping and Bignold may also be reached via this staircase.
- The 2nd staircase goes to the first floor rooms, Sewell and Norman. Access to Bussey, Copping and Bignold (on the 2nd floor) may also be gained from this staircase. The staircase has a handrail to one side, stairs are 85cm wide, 12 stairs are 18cm high and 20cm in depth to reach Sewell. There are a further 2 steps on half landings 79cm and 102cm wide and 18cm in depth to reach the John Norman room and the other rooms.
- The staircase to the second floor has a handrail to 1 side is 85cm wide, there are 13 stairs, varying from 15-19cm in height and 84-99cm wide with a depth of 24cm. There is a corridor of 106cm outside the rooms on the 1st floor. At the top of the staircase is the upper landing where there is a chair and books for guests' use.
- Access to the Sir Edward Berry and the St Margaret rooms is via a corridor 74-112cm wide and is 7.35m in length.
- Access to the Sir Edward Berry and the St Margaret rooms on the 1st floor is via the most easily accessible staircase which has 13 stairs 88cm wide, 18cm high and 28cm deep stairs. There is a hand railing to either side.
- The Honesty Bar is located on the ground floor hall area near the Sitting Room and a small fridge containing fresh milk for guests' use is located here.

### **Public Areas - Lounge**

- The Sitting Room is located on the ground floor and measures 5.64m x 5.31m.
- There are 2 x 2 seater sofa in the room and 1 x 3 seater sofa.

- There is a TV in the room.

### **Public Toilet**

- There is a small ground floor cloakroom located in the hallway which measures 1.1m x 1.18m.

### **Dining Room**

- Breakfast is served in our Breakfast Room on the ground floor and is accessed from our Reception Hall. The room measures 5.91m x 5.31m.
- The entry is level and the door width is 80cm.
- There are 5 tables each seating 2 people with one table seating 4 people. The tables are measured: 3 x 90cm x 100cm, 1 round table 106cm diameter, 1 x 89cm x 92cm and 1 x 92cm x 158cm. Tables are 72-73cm high.
- Chairs are without arms except two which have carvers with arms.
- Breakfast menus may be provided in larger print by prior arrangement.
- Soft light classical background music is played during breakfast.
- Vegetarian, vegan, gluten free and all other diets can be catered for if arranged in advance at the time of booking.

### **Garden**

- The majority of the garden is level grass but extends to around half an acre.
- Access to the garden and loggia with seating is via a door 78cm wide.
- There is 14cm step down to the patio 1 x 18cm step into the garden.
- There are chairs for 10 people on the patio and loggia area and there are 2 tables.

### **Additional Information**

- We are totally non-smoking but should you have a member of your party who smokes they are permitted to smoke in the loggia or on the patio outside the house but are asked to remember that non-smokers also use these areas.
- We are licensed and provide an Honesty Bar for guests' use.
- There are fire extinguishers on the second floor landing, first floor landing near John Norman room and Anna Sewell room and on the ground in the bar area and at the bottom of the stairs to the St Margaret and Sir Edward Berry rooms.
- The fire alarm rings continuously if evacuation is needed.
- We have a set of evacuation procedures – should you require assistance in this kind of emergency (e.g. hearing impairment) please let us know on arrival and someone will come to your room and assist you with evacuation.
- The assembly point is the car park at the front of the building.

- We welcome trained assistance dogs in one designated superior double room. A water bowl is available for assistance dogs on request and can be supplied for the bedroom where necessary.
- We have tried to ensure each door frame contrasts in colour with the surrounding wall.
- The nearest Shopmobility is 3.5 miles away in the Castle Mall Shopping Centre in Norwich. See Contact Details below.
- The nearest General Hospital with an A&E unit is 7.2 miles away and the nearest Doctor's surgery is 0.2 miles away on Lodge Lane. Please let us know if you require further information about these.
- A selection of local information is available in our displays in the entrance hall and the Breakfast Room.
- There is a folder in the bar area which gives tourist information, sample menus and suggested eateries in the area.
- Free WiFi Internet access is available.
- Shop - the nearest shopping facility is Morrisons within a 10 minute walk.
- Pharmacy - the nearest chemist is also within a 10 minute walk away.
- Outdoor Facilities - Catton Park is a 70 acre park created in the late 1700s by Sir Humphry Repton and is around 4 minutes away by car in Old Catton (1.2 miles).
- Norwich International Airport 2.1 miles away and takes 10 minutes by car.

### **Contact Information**

Address (Inc postcode):            Catton            Old            Hall 20-22            Lodge            Lane Old  
 Catton Norwich Norfolk NR6 7HG

Telephone:                            01603 419379

Email:                                    enquiries@catton-hall.co.uk

Website:                                www.catton-hall.co.uk

Grid Reference:                    TG235012788

Local Equipment Hire:            Castle Mall Shopping Centre Hours of opening are - Monday to Friday 10.00 am to 4.30 pm Saturdays 10.00 am to 4.15 pm Parking is on Level J. For further details please ring the Shopmobility Telephone 01603-283148 during opening hours. Chapelfield Shopping Centre Hours of opening are - Monday to Wednesday 9.00 am to 6.00 pm Thursday 9.00 am to 8.00 pm Friday 9.00 am - 7.00 pm Saturday 9.00 am - 7.00 pm Sunday 11.00 am to 5.00 pm Parking is on Level -1. For further details please ring the Shopmobility Telephone 01603-753350 during opening hours. Membership costs 5 / year and entitles you to borrow a vehicle from either site for up to 4 hours plus you get 4 hours free car parking. To register for membership please bring 2 means of identification. Loan charges are 1.50 each time you take a vehicle out.

Local Accessible Taxi: First Goldstar Taxis 0845 0134137 - 101 Salhouse Road, Norwich,  
Norfolk, NR7 9AW

Local Public Transport: Buses - First Group Customer Services 08456020121 National Rail  
Enquiries 08456484950