

## **Access Statement for The Top House Inn, The Lizard, Helston, Cornwall, TR12 7NQ**

### **Introduction**

The Top House Inn is an 18th Century Cornish village Inn offering Bed & Breakfast accommodation in Lizard, the most southerly village in Cornwall with amazing views. The Top House has been offering accommodation to travellers to Lizard Village for over 200 years. The Lizard village is located in the most southerly point in mainland Britain.

We have 8 ensuite letting rooms, some with sea views, over 3 floors in a 3 storey building adjoined to the main Inn.

The following statement is a summary of our provision. A ground floor plan is enclosed within this document to assist the reader with familiarising themselves with the layout and where entrances and steps are located. Please do not hesitate to contact us should you require any further details.

### **Pre-arrival**

- Once a guest has made an advance booking arrangement at The Top House Inn a letter of confirmation is sent. A Booking Receipt is attached to the letter confirming the booking dates, price, details of deposits already paid and accommodation balance due on departure. We also state that pets are not accepted in the rooms and all rooms are non smoking. We also include details of our cancellation policy.
- We maintain a Guest Registration and Booking Form which holds contact details for the guest.

Contact details for The Top House:

- The Top House Inn, The Lizard, Helston, Cornwall, TR12 7NQ. Telephone +44 (0) 1326 290974. Email [mail@thetophouselizard.co.uk](mailto:mail@thetophouselizard.co.uk).
- We have a website detailing further information including a location map [www.thetophouselizard.co.uk](http://www.thetophouselizard.co.uk)
- The nearest bus stop is just outside The Top House Inn in the main village square.
- Newquay Airport is just over an hour's drive away.

- The nearest town to The Lizard is Helston, which is 11 miles driving distance.
- The Lizard village does offer several amenities for visitors all within walking distance of The Top House Inn. There are public toilets, a telephone box, a convenience store, gift stores, butchers, post office and a variety of eating establishments. Opening times vary throughout the year as The Lizard is a seasonal tourist destination and during the quieter winter months amenities operate on reduced opening times compared to the busier summer months.
- At The Top House Inn we hold details of local taxi companies and we can provide details to guests or contact them to make bookings for guests.

## **Arrival and car parking facilities**

- The Top House Inn faces on to the village square where there is car parking and you can generally find a space to park free of charge. We do not have any designated car parking spaces. During the summer months the village can be quite busy with visitors and so a nearby green is also used for car parking, which is just a short walk away. There is no fixed charge to park on the green, but there is a donations box, welcoming contributions towards the upkeep of the area.
- Where guests are unable to park nearby with their luggage we are more than happy to offer assistance. We also offer assistance with taking luggage to guest rooms.
- External signage is clear with large fixed signs to the building. Guests are advised in the booking confirmation letter to check in at the main bar area.
- External lighting is located to the front of the building and also in the patio garden so access areas are well lit during hours of darkness.
- The surfaces surrounding The Top House Inn are mainly flat and level and of concrete construction. The patio garden is laid with flagstones, but again mainly flat and level.

## **Main Entrance & Reception**

- Guests are required to check in at the bar (height 48") and when the pub is open access is through one of two front doors. Both doors have steps leading

down to them. Entrance one, has 3 steps leading down which are between 7" and 7.5" each. Entrance two, has one step down to an inner foyer and from there two steps leading to the bar, one of which is 6.5" and the other 5" height. To the rear of the pub is a patio garden and there are two access door points. One door is to the B&B accommodation and this has 3 steps leading up to it, the bottom step is 4" and the middle and top steps are each 5" in height. The other door is to the snug restaurant and has a sloping ramp up to it which is 137" in length and 17" height at its highest point where it meets the door. There is a handrail running parallel to the slope. This is an ideal access for wheelchair users as from this entry point the pub, reception area, restaurant and B&B can be accessed. The access to the snug restaurant is 32" width.

- During summer months The Top House Inn is open all day from 8am so staff and/or proprietors are around to greet arriving guests and book out departing guests.
- During the quieter months, winter in particular, The Top House Inn will be closed during certain periods of the day. Guests arriving are instructed to telephone on arrival if the pub is closed so one of the proprietors can come and greet them. The pub telephone number is on booking confirmations but also displayed on the front door. Check in is from 3.00pm.
- When checking in guests we refer to the Guest Registration and Booking Form and ask the guest to complete any fields we do not already have details for. Once a guest is booked in and a resident at The Top House Inn they are provided with a room key and also a key to the main reception door so they can come and go as they wish, this is essential when the pub is closed. Only one key for each door is provided, we do hold back up keys in case a guest key is lost.
- As well as access to the B&B from the patio garden (as mentioned above) there is also internal access from the main bar to the B&B, which is in an adjoining building. The surface is carpeted in the bar and then wood laminate once in the B&B area, there are no steps between the buildings. We have two rooms on the ground floor and one of these, Housel, is suitable for disabled guests as there are no stairs and the bathroom is fitted out for disabled use. The other ground floor room Prilla, is accessible but the bathroom is not appropriate for disabled guests. Access to the further 6 rooms are over 2 further floors and are reached via stairs, there is no lift.

## **Public areas – General (internal)**

- The bar and toilets in the main Inn building are on one level. Guests can eat in the bar area or choose to eat in the designated restaurant areas, the “snug” or the “upper dining room”. The snug is approached from the main bar area either down one step which is 6” height or via an internal corridor alongside the toilets which is on one level. The upper dining room is approached via two steps, both 6” height, from the bar area. The upper dining room is where breakfast is served, between 8am and 10am, however we do accommodate disabled guests by setting a table for them in the bar area. There is external access to the upper dining room avoiding stairs which can be used as an alternative access point, if need be.

## **Public areas – WC**

- The WC facilities are located on the ground floor to the rear of the main bar and are accessible via a corridor leading from the bar and the snug area. There are separate ladies and gents toilets. Space within the toilet and sink areas is quite limited and therefore they are not accessible to wheelchair users.

### **Ladies WC**

Height of sink is 35”.

Height of toilet is 16.5”

Height of hand drier is 51.5”

### **Gents WC**

Height of sink is 31.5” ”.

Height of toilet is 16”

Height of Hand drier is 51.5”

Height of urinal is 24.5”

- Baby changing facilities are not currently available.

# The Top House Inn Ground Floor Plan

Main entrance to bar via steps

Secondary entrance to bar via steps

Disabled access/  
fire door

Upper Dining Room

Steps

Kitchen entrance

Kitchen

Bar

Step

Snug

Gents WC

Ladies WC

Road

Residents' entrance to B&B

Handrail

Slope  
(disabled access)

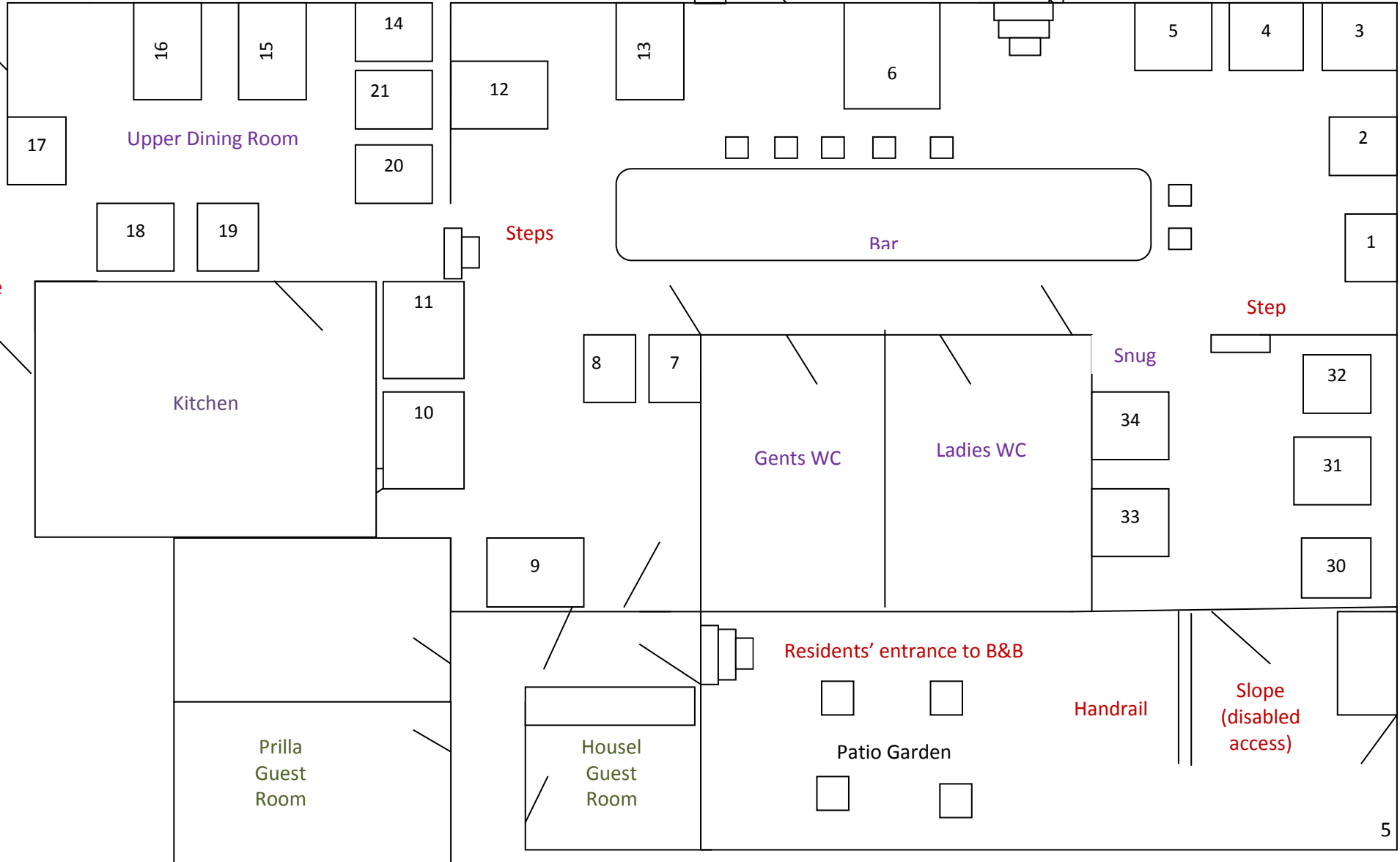
Access to Patio & B&B from road

Prilla Guest Room

Housel Guest Room

Patio Garden

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## **Restaurant Areas**

- The floor plan layout shows the position of tables in the bar and restaurant and the numbers by which they are referred to for orders. Most tables seat either 2 or 4 people however they are moveable and can be put together to seat bigger parties. Chairs are wooden and some have seat pads and/or arms whilst others do not. We also have some high stools at the bar and lower stools at some tables in the bar area.
- The floor plan layout also shows access arrangements and where steps are located within the building.
- We endeavour to cater for special dietary requirements where guests advise us and where it is possible to do so.
- Waitress service is provided for diners within the bar and restaurant areas. Breakfast is served in the upper dining room (see floor plan) and there are some self service items such as cereal, jams, orange juice arranged for guests. Waitress service is also provided at breakfast for requests for toast, cooked breakfasts and tea and coffee.
- All our premises are non-smoking. Guests wishing to smoke may do so in the patio garden (ashtrays provided) or to the front of the building.
- Desserts can be provided as takeaway as we have suitable containers.
- We are also happy to provide most items on our menu for takeaway purposes on request. During quieter months we operate a list of selected takeaway items.
- We play background music in the bar and restaurant areas but not in the B&B building.

## **Regular Entertainment**

- On a Monday evening, all year round, from 8.15pm until 11pm we host a Folk Group in the main bar area and there is traditional Cornish music and singing. Guests are very welcome to join in or just come along and watch and listen.
- From October and throughout the winter we host a ladies darts team.
- There are various quiz nights and other fund raising events held.

## Bedrooms

We have eight en-suite bedrooms as follows:

Room	Type	Sea view?	Floor	Bathroom Facilities	Tea and coffee making facilities and kettle
<b>Kynance</b>	Double bed	Yes - direct	2nd	Sink, toilet, bath with shower over and swinging glass screen	Yes
<b>Polpeor</b>	Family (king size bed and set of 3ft bunk beds)	Yes - direct	2nd	Sink, toilet, bath with shower over and swinging glass screen	Yes
<b>Pentreath</b>	Double bed	Side view	2nd	Sink, toilet and shower cubicle	Yes
<b>Polbrean</b>	Family (king size bed and set of 3ft bunk beds)	No	1st	Sink, toilet, bath with shower over and swinging glass screen	Yes
<b>Caerthillian</b>	Twin beds	No	1st	Sink, toilet and shower cubicle	Yes
<b>Kilcobben</b>	Double bed	No	1st	Sink, toilet and shower cubicle	Yes
<b>House(*)</b>	Double bed	No	Ground	Sink, toilet and shower cubicle	Yes
<b>Prilla</b>	Twin beds	<b>No</b>	Ground	Sink, toilet, bath with shower over and swinging glass screen	Yes

(\*) Suitable for disabled guests. The room is larger than standard double rooms so has more turning space for wheelchair users, there is also an ensuite bathroom with a large shower.

- Rooms on the 1<sup>st</sup> and 2<sup>nd</sup> floors are approached via stairs, as we do not have a lift.
- Each room has a small television, with a freeview box and instructions how to use.
- Free WI-FI is also available for guests throughout the building and can therefore be accessed from bedrooms.
- All rooms have two tub chairs for guests to relax in.

- We do not have telephones in the bedrooms. A public telephone is located in the main square adjacent to the Inn.
- Fire instructions are printed for guests to follow and are on the back of each bedroom door. Instructions are written in English, French, Spanish and German. There are arrows showing routes to follow as visual aids.
- We do not allow pets in the rooms and this is stated on our booking confirmation letter.
- All rooms are non-smoking. If any guests are found to be smoking in any part of the building, including the rooms, they will be asked to leave the premises and no refund will be given.

## Bathrooms

	House1	Prilla	Kilcobben	Caerthillian	Polbrearn	Polpeor	Kynance	Pentreath
<b>Width of Doorway</b>	34"	31.5"	31.5"	31.5"	31.5"	31.5"	31.5"	31.5"
<b>WC Height</b>	16"	16"	16"	16.5"	16"	16"	17"	17"
<b>Shower Access</b>	Walk in ground level. Seat in shower	Above bath	10.5" step into shower cubicle	10.5" step into shower cubicle	Above bath	Above bath	Above bath	10.5" step into shower cubicle
<b>Bath Access</b>	No bath	Side Access	No bath	No bath	Side Access	Side Access	Side Access	No shower
<b>Bath Access Height</b>	N/A	23"	N/A	N/A	23"	23"	23"	N/A
<b>Sink Height</b>	33.5"	33.5"	33.5"	33.5"	33.5"	33.5"	33.5"	33.5"

## Attractions

- Within the foyer to the main bar there is a display stand holding brochures and leaflets for local attractions.
- Guest brochures in each bedroom hold further details about The Top House Inn.
- A local area map is framed on the wall in the B&B entrance to assist guests with local places and how far away they are in distance.

## **Grounds**

- There is a small patio garden with raised flower beds and some pot plants and several garden tables and chairs which residents are welcome to use. The patio garden is also used by customers to the Inn. We monitor the garden and ensure that it is a nice environment for residents and customers and we close the garden area at 10pm so residents are not disturbed by people outside when they may want to sleep.
- We have bowls outside in the patio garden filled with water for customer who have a dog(s) with them.

## **Additional Information**

- We carry out a weekly fire alarm test and this is generally on a Thursday morning between 10am and 11am. We will advise guests if and when the test will be carried out if any different.
- The B&B is closed for reservations on 24<sup>th</sup> and 25<sup>th</sup> December only.

## **Contact Information**

See pre-arrival section for contact details.