

## Waterfront Apartments - Access Statement

### Welcome

Waterfront Apartments is a development of seven luxuriously appointed self catering apartments all at 4 Star with Gold Accolade.

Located on the North Quay in the heart of the Island's capital Douglas it is an ideal base to explore our beautiful Island.

A warm personal welcome awaits you by Tracy and Lorna who will be on hand in the reception office to ensure you have a comfortable, relaxing and enjoyable stay. We recognise that some of our guests may require additional services and adaptations and we will strive to provide these where reasonable. This does not extend solely to guests with disabilities, but also includes older people, families with small children, carers, friends and relatives who accompany guests with particular requirements.

### Pre Arrival

Taxis are always available directly outside both the airport and ferry terminal. The taxi fare from the airport will be approximately £20.00 and £5.00 from the ferry terminal.

Bus services are every 20 minutes and you can catch a number 1 bus directly outside the airport terminal into Douglas. The nearest bus stop to the apartments is located on Lord Street, 200 yards away.

The steam train station is located 0.5 miles away from the apartments.

If you require information on the bus or train timetable, please contact reception via email [enquiries@iomcottages.com](mailto:enquiries@iomcottages.com) or bus Ellan Vannin on 01624 662525, [www.bus.im](http://www.bus.im) and [www.rail.im](http://www.rail.im).

We will email directions and key instructions with your receipt letter.

### Car Parking

Due to our central location, parking can get very busy. However you can park free for a maximum of 1.5 hours during 8am and 6pm and 3 hours with a disability badge at the rear of the apartments and opposite. You will require a parking disc which we provide in the information folders in each apartment and are also available at reception free of charge. Overnight and Sundays, parking is unrestricted.

There is a pay and display car park on the opposite side of the marina, a 5 minute walk from the apartments which charges £4.00 for up to 24 hours.

Please advise if you require assistance with your luggage prior to your arrival.

Entrance to the apartments and reception area is step free, levelled, flat, even and accessible for wheelchairs. There is a lift to each floor.

### Apartments

Apartments 2, 5 and 6 are all accessible by wheelchair.

Apartments 2 and 5 each have one bedroom with a guest preference of either double bed or twin beds. Apartment 6 has one double room and a further room with a guest preference of either a double bed or twin beds. The height of the bed from floor level to top of mattress is 27 inches.

There are bedside tables at either side of the bed with table lamps.

There is a sofa bed in apartments 2 and 5 if required.

Walk in showers can be found in each of the bathrooms. Suction grab rails are available with prior notice.

Non slip bathmats and raised toilet seat are available on request.

Each apartment has a flat screen television with built in DVD player and are adjustable for sound and brightness. Subtitles are available if required.

Free Wifi is available and can be accessed with the password and network name that can be found on the front page of the information folder.

A guest directory is provided with details on how each appliance operates. We can supply with larger font if needed. We have magnifying glasses available upon request.

Hot water is constant and your heating can be controlled to your comfort with the turn style thermostat on each radiator. We can set the heating on a timer to your own personal requirements upon arrival.

Lever taps are fitted on the bathroom and kitchen sinks.

Worktop height is 36 inches high.

Fridge, oven and front loading dishwasher and washer dryer all sit under the worktops

A cordless kettle is provided.

Please contact CIRCA which is the centre for care and assistance who can help with equipment hire during your stay at the Isle of Man on 01624 613713, Email; [enquiries@circa.org.im](mailto:enquiries@circa.org.im), Website; [www.circa.org.im](http://www.circa.org.im)