

## **Access Statement**

### **Swan House, 33 Hope Street, Castletown, IM9 1 AP**

#### **Pre-Arrival**

Property easy to find via multiple websites e.g Homestay, Airbnb, Island Escapes, Visit Isle of Man with appropriate contract details, availability, photos of property and details of facilities and accessible local amenities

Accommodation not advertised via social media.

Social media used to respond to enquiries on tourist sites, groups

#### **Getting to your property**

A map with clear directions is provided to all guests on confirmation of booking.

Property is located on several key bus routes which connect it to the airport and Douglas.  
Property is located on a flat street with no steep hills to access.

Private parking space is available for guests within a 2 minute walk to the property.  
Directly outside the property is a double yellow line area.  
Some free parking is available either side of the property.  
No designated bays or drop off areas for disabled customers but possible to pull in directly outside the property for drop off.

#### **Entering the Property**

4 steps to access the property main entrance  
Handle door on main entrance  
No ramp or step-free access into the building  
No handrail for assistance  
No reception area due to self catering property designation  
Street lighting directly along property access  
Low level wall suitable for seating for less able

#### **Getting Around**

Level access throughout property interior  
No ramps or lifts on interior  
Breakfast bar height area which is wheelchair accessible.  
Tray tables provided for lower level option  
No outdoor facilities in property  
Appropriate signage present

No interior hazards identified

### **Bathroom Facilities**

Level access to bathroom

No designated toilet for wheelchair users

No handrails fitted

No pull cord

Shower accessible through bifold shower door

### **Other things to consider for your accommodation**

No text telephone, telephone with flashing light

No call system with vibrating pads for fire/smoke alarms or front door

No induction loop

No contrast markings on glass doors & full height windows

No guest information in large print format

No catering provided at this property, self-catering only

Regrettably, our property is not suitable for wheelchair users, due to the door width and access steps.

We do not accept pets at this property.

The property is a non-smoking property.

Please contact us to discuss any requests or requirements that we may be able to assist with and we will endeavour to accommodate.