

Edelweiss Guest House

Access Statement

We aim to cater for the needs of all our guests who visit The Edelweiss Guest House. The Edelweiss is a Victorian building of over 100 years old with 18 en suite guest bedrooms. The following statement is a summary of our provisions however if you have any specific questions please feel free to contact us and we will endeavour to help.

Pre - Arrival

- The Edelweiss Guest House is situated set slightly back from Queens Promenade 20 metres up on a small side road called Switzerland Terrace which is also part of Palace Terrace. There is a Hotel directly to the side of The Edelweiss called the Hydro Hotel and in front of us there is a retail shop called IOM Promenade T shirts Shop. Please note Tom Tom Satalite Navigation systems maps are not always accurately displayed in the Isle of Man. Our website contains a detailed map and instructions of how to find us. If in doubt please call us.
- Our website shows full details of public transport to our property. The following bus numbers operate services between the Airport and Douglas **1, 1a, 2, 10, 10b, 11, 11a, 12, X1, & N1**. For full up to date bus timetables see the following website: <http://www.gov.im/publictransport/> or telephone: 01624662525
- We are situated approximately 1.3 miles from the Sea Terminal Building
- The Shopping area is approximately 20 minutes walk from our property or there are several frequent buses services that follow this route.
- A bus stop is situated 50 metres from our property that connects to all major routes on the Island / directly.
- For a local Taxi service we recommend please contact Elegance Taxi's directly on 01624 672672
- **Full Address:** The Edelweiss Guest House, 29 Palace Terrace, Queens Promenade, Douglas, Isle of Man. IM2 4NF
- **Telephone:** 01624 675115. The Telephone is generally answered between the hours of 10.00 – 2200 hours although these are flexible to our business needs. An answer phone is available at all other times for us to call you back at our first opportunity.
- **Fax :** 01624 673194
- **Email:** enquiries@edelweiss.co.im
- **Website:** www.edelweiss.co.im Our website has an online booking engine to check pricing and availability. Our website contains a detailed map and instructions of how to find us. The location section has details of public transport available.
- We regret we are unable to accommodate pets
- Please note our accommodation is over 3 floors. We have a small 1-2 person passenger lift that unfortunately will not accommodate a wheelchair. For the

safety and comfort of all our guests our lift is turned off between the hours of 11pm and 7.30am.

Arrival and Car Parking

- We kindly request you advise us if possible your estimated time of arrival.
- Our standard check in times are from 4pm until 10pm on your day of arrival to ensure we have adequate time to prepare rooms to a high standard from the guests departing that day. We realise that travel times can vary however and should you expect to arrive prior to 4pm we will happily store your luggage without charge should your room not already be available at this earlier time.
- On your day of departure we ask that you check out before 10.30 am – Guest leaving prior to 8am are asked to settle any outstanding bills the day before if possible.
- Our front door is always locked and access is gained with a door entry card that guests will be provided with upon check in as well as separate room keys for the guest bedrooms. Please ring the bell on arrival and a member of staff will open the door.
- With the provided front door access cards Guest are free to come and go as they please.
- Please advise us if your travel arrangements require you to check in later than 10pm which is normally our latest time.
- We are happy to store your luggage in our reception area on your day of departure without charge should your travel times not be until later in the day.
- We do not have any parking available on our property but free of charge Street parking is available either on the promenade (the sea side) unlimited or on Switzerland Road that runs alongside our building. Parking availability is usually plentiful but is beyond our control.
- We will assist with luggage if required.
- There are no steps into the front door
- There are two steps into our reception area but guests will be checked in from the Lounge area if the steps pose a problem as there are no steps through from the entrance to the lounge.
- Lift access is through the Guest Lounge please
- Our lift has Braille numbers on the buttons.
- Upon check in you will be provided with a door card, bedroom key and shown around the property.
- We have a large selection of tourist information, basic local maps, timetables and information about local eating establishments available free of charge in our Reception area but staff are always available for any advice you may need.
- Our dining room is situated on the ground floor through the Guest Lounge where a Hot and Cold Breakfast Buffet is served each morning. Please note we do not serve evening meals but have information available on eating establishments

nearby. Our normal breakfast service hours are between the hours of 8am and 9.30am subject to extension in busy periods. A packed continental style breakfast is available free of charge to guests departing prior to these times which must be requested by 4pm the day before it is required. If you have special diet requirements please let us know in advance and we will do our best to cater to your needs.

- Our Breakfast Menus are not provided in Braille or Large letter but please ask if this is required.
- A small newsagents and convenience shop is available within 50 metres walk for newspapers called The Candy Store there is also a Post Box there.
- As a guest House we do not provide telephones in the room but a small payphone is available in the entrance area of our building.
- Free Wi fi is available at no extra charge throughout the whole building for all guests.
- Secure Cycle storage is available in a lock up area we have at the back of the Guest House by arrangement and availability.

Ground Floor and Public Areas

- A Public WC is available on the first floor of our building via a staircase of 16 carpeted steps please note there is no lift access to this floor.
- Our reception is located up two steps on the right hand side of the entrance hall. Our reception is normally open between the hours of 6.30am and 11pm although this is flexible to our business needs.
- Staff are on the premises 24 hours a day. Should you require assistance and our reception is closed there is an emergency bell situated on the door outside the reception door that will summon a staff member. This is between the hours of 11pm and 6.30am

Guest Lounge

- Situated on the ground floor
- Seating for 10 people
- 52 inch Tv with DVD and free view channels - sub titles are available if required.
- Access to the Dining room and Lift access to second, third and fourth floors.
- Computer connected to internet with printing capabilities for Guest Use.
- A selection of DVD's and books, magazines and games
- A selection of Tourist Information available – French and German also available in some of the Information please ask.
- Free Wi fi throughout the whole building
- Uniform lighting
- Thermostatically controlled heating

Dining Room

- Situated on the ground floor access through the Guest Lounge area

- Breakfast Buffet – staff assisting where required
- Breakfast only provided
- Uniform Lighting, back ground radio played.
- Dietary requirements catered for where possible by arrangement.

Public Areas General

- Smoking is strictly not permitted in any part of the property
- The property has a fire alarm system, smoke detectors and fire extinguishers in place. Emergency lighting on all floors, fire doors and a fire escape at the top of the property clearly displayed following the marked route.