

# THE HUTCHINSON

a p a r t m e n t s



## ACCESS STATEMENT & INFORMATION

**THE HUTCHINSON  
SELF-CATERING VISITOR  
APARTMENTS  
DOUGLAS, ISLE OF MAN**



**April 2017**

15 Hutchinson Square, IM24HT , Douglas, Isle of Man (UK)

Contact details:

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## **Introduction**

Our property is a two-story little building fully fitted for self-catering visitor accommodation situated on the historically appreciated, centrally located Hutchinson Square in Douglas. It overlooks a beautiful park guests can enjoy on the sunny days.

The property currently is made up of 4 serviced Self-Catering Apartments.

Your apartment will get serviced every Monday, Wednesday and Friday.

Your provided linen will get changed once a week, unless you should require any mid stay changes.

Let us know should you need any extra sleeping space in any of the apartments, and we will provide you with the necessary linen for the sofa beds.

Should you travel with children, they are parent's responsibility at all times. Please be aware of hazards such as windows that open wide, stairs, fire landings & fire-stairs, kitchen appliances, open electrical fireplaces, etc.

Games and children colouring books can be provided on demand.

The property is strictly no smoking throughout.

Free Wi-Fi internet access is available throughout our property.

We can speak English, Italian, Flemish (Dutch) and French.

Your well-behaved pets are welcome, just a 10£ end-of-stay extra cleaning fee is required.

Although you will be left to your self-catering privacy during your stay, we are only a phone call away should you need anything. We are committed to providing excellent customer service.

Flats 2,3 and 4 are fitted with 2x £1 coin electric meters. Should the electricity meter run out, just insert twice a 1£ coin in the slot (catch it falling). No real cost to you.

If you have any queries or require any assistance please phone +44 7624 253999 or email us.

We look forward to welcoming you.

## Mobility and disabilities



Regrettably, our self-catering apartments are not suitable for wheelchair users or persons with mobility difficulties, due to some steps, the door width, and no lift to access the flats on the various floors. Because of these constraints, we have not fitted the bathrooms with any railings.

## Pre-Arrival

Please let us know your time of arrival so we can meet up with you to give you the keys and show you your apartment. We are not on site, so we need 5-10 minutes notice to arrive. Should you not be sure of your arrival time, we can arrange you let yourself in by sending you the access code by email the day of your arrival.



## Getting Here and Around

We are very centrally located so a 2-minute walk connects you to the bus-route (including connections with Peel and Ramsey) and a 5-10 minute walk will get you Douglas' Promenade and the Strand, the town center's shopping area. Noble's Park and IoM TT Races are very nearby.



Arriving by ferry, drive along the coast line on Loch Promenade, with the sea to your right hand side. just after the Gaiety Theatre, the road will fork. Keep left, and turn onto Broadway. Keep driving up and Broadway will become Ballaquale Road. Turn right onto Hutchinson Square just before Ballaquale Road forks with York Road. Drive up Hutchinson square to number 15, The Hutchinson Apartments. You'll see some bushes and a little tree in the front little garden. Should you be a foot passenger, you could enjoy the 1km (0.621mile) walk or take one of the many taxis, depending on your luggage. Taxi ranks are situated at the Sea Terminal.



Arriving from Ronaldsway airport, there is a bus service that for £3.10 brings you to Douglas Promenade from where you can either enjoy a stroll 0.6km (0.3mile) or take a taxi to our property.



Let us know prior to your arrival should you wish us to organize an airport pick-up for you.

## **Taxi contacts**

Telecabs: 01624 629191

Elegance Taxi: 672 672

A1 Cabs: +44 01624 623623 / 674488 / 663344



## **Bus Terminal**

Lord St Douglas

## **Train Station**

7 Peel Rd, Douglas IM1 1JE, Isle of Man. Phone +44 1624 662525

## **Steam Railway Station**

Bank Hill, Douglas, Isle of Man IM1 4LL, Phone:+44 1624 627888

## **Isle of Man Steam Packet:**

Terminus Buildings, Douglas. +44 01624 661661

## **Ronaldsway Airport**

Ballasalla IM9 2AS, United Kingdom. Phone: +44 1624 821600

## Car parking

Overnight parking is on road, all around Hutchinson Square.  
Weekends and after 18h00 are free, while working day hours are limited to a free 2 hours.

We can advise you on your arrival of nearby car parks should you wish to leave your car for longer periods.



## Car parks

Chester ST, Douglas, pay & display multistory car park entrance is on Market St.

Marks & Spencers pay & display multistory car park entrance is on Market ST.

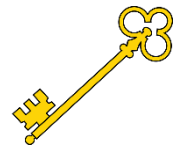
Shaw's Brow pay & display multistory on Barrack Hill.

Bus Station pay & display car park entrance opposite the Quay, and behind sea terminus buildings.

Promenade disc parking 2 hours maximum.

## Key-collection

Prior to your arrival please let us know at what time you will arrive so we can meet up with you at the property, give you your key and show you your self-catering apartment.



**Check in time:** after 2h00 pm

**Check out time:** before 10h00 am

thus allowing us to make sure our next guest finds the apartment as clean as you have on your arrival.



## Entrance to Property

The entrance to the property at the front has a small step and a little gate that leads you to the front door.

Due to the historical characteristics of our building we regrettably cannot cater for wheelchair users.

As you get through the front door, to your left you can find a cupboard containing a folder with useful visitor information.

The doors are standard doors, not very wide. In accordance to fire regulations, the doors tend to be a little heavy and to auto-shut. This might not be very comfortable for a frail person.

From the entrance there are 13 carpeted straight stairs 35" (900mm) wide with one handrail.

The stairs bring you to the upper apartments.

The stairway is lit with lights and a window allows natural daylight to come in when going up to the second floor.

There is no lift.

The entire building is carpeted with the exception of the kitchens, the bedrooms of apartment 1 on the ground floor, and some bathrooms which are anti-slip linoleum.

## Smile you're on camera.

For your safety too, security cameras are placed around the property in communal spaces. Your inside apartment privacy is guaranteed.



## Smoking



There is a mains wired smoke alarm linked to the smoke alarm. Please remember, the entire property is strictly no smoking. An extra cleaning fee of 100£ will be demanded should you smoke inside our premises.

We do permit smoking in the back courtyard of the property, accessible from the fire escape stairs on the first floor. Beware, they can be slippery when wet.

Else you can enjoy a smoke & stroll in Hutchinson Square Gardens in front of our property.

Please dispose of your cigarette buds safely and respectfully.

## Our Apartments

### Our rules

Our indoor premises are strictly no smoking. Offenders to pay a special cleaning surcharge of 100£.

Linen is not to be removed from our premises. Missing linen shall be charged for.

Apartments are to be occupied only by the number of guests for which the booking was made. Let us know should you wish to change the number of occupants.

No illegal activity may be carried out using the Free WiFi we provide.

Furniture is not to be re-arranged.

Children are never to be left alone on our property, and remain total responsibility of their parent(s)/caretaker. Good behavior is required.

Pets are never to be left alone on our property, and remain total responsibility of their caretaker/owner. Good behavior is required.

Never leave any cooking unattended. This can become a serious fire-hazard.

The fire landing accessible from the kitchen window in apartment 4 is to be used **ONLY** in the event of fire.

No climbing/hanging out of any window. Children especially need be supervised.

Look after the contents of the apartment as if it were your home.

Please no irresponsible or immoral behavior. Having a glass of wine is nice, lovely if in good company, but exaggerating to the extent of becoming a nuisance to our other guests will not be tolerated.

## Everything you'd expect to find in a hotel but with the extras to feel at home.

Washing machines in flats 1, 3 and 4.  
Flat 2, ask us should you need laundry service.



100% white Egyptian cotton bed-linen and towels are provided free of charge and changed weekly. Should you need any mid stay change, just let us know.





Access Statement

Apartments have sofas that if the need arises can be turned into beds. Let us know when booking if you will need to use these extra sleeping facilities and we will organize the extra linen.



Baby cot, high chair and push-chair available on demand. Please inform us when booking.

We welcome your well behaved pets. A final extra cleaning charge of 10£ will be payable.



All the apartments have nicely equipped modern kitchens, living areas with flat screen TV.

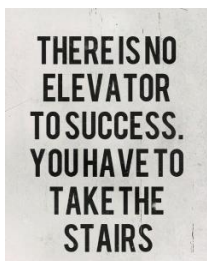
Free **Wifi**

login-in: \_\_\_\_\_ password: \_\_\_\_\_

The Apartments get serviced Mondays, Wednesdays and Fridays.



Bathrooms have no handrails or supports.



There is no lift.

### **Apartment 4**

The top floor apartment (second floor) has one bedroom with 2 twin beds, a bathroom with tub/shower, a lounge with TV and a well-equipped kitchen with little kitchen table for 2 persons. The lounge, bedroom and bathroom are carpeted. Heating is electrical. In the case of fire, a fire landing accessible from the kitchen window can be used only in the event the fire stairs of the first floor should not be accessible. A fire blanket is in the kitchen near the door.

### **Apartment 3**

Our first floor apartment has one bedroom with a double bed, a bathroom with tub/shower a lounge with TV and sofa-bed and a well-equipped kitchen with little kitchen table for 4 persons. Heating is electrical. Apartment has carpets and linoleum flooring. A fire blanket is in the kitchen near the door.

### **Apartment 2**

Our “studio” apartment on the first floor has one bedroom with a single bed, a small en-suite bathroom with shower, and an open-space kitchen/living area. This is the only apartment that does not have a washing machine. Should you choose to stay in this apartment, on arrival we will let you know where to find the closest launderette. Heating is electrical. Kitchenette has linoleum flooring. Bedroom and living area is carpeted. The fire escape stairs are accessible from just outside this apartment’s entrance. A fire blanket is under the kitchen table/counter.

### **Apartment 1**

On the ground floor there is a two bedroom apartment. It is made up of a double bed bedroom, a single bedroom, a wc, a bathroom with tub/shower, kitchen and living room with dining table. Heating is a mix of electrical and gas. Fire escape routes are from both the front door and the kitchen door that leads to a staircase and at the end of the inner courtyard, to the door that brings you to the back road. A fire blanket is on the wall my the kitchen back door.

## **Evacuation Procedure**



The use of fire exit signs with information and instructions are placed around the location.

There are fire escape stairs accessible from the first floor. Beware, they can be slippery when wet.

Should these steps not be accessible from the second floor apartment, there is a fire-landing out of the apartment’s kitchen. Fire extinguishers are on 4

different locations along the entrance and stairs.

## Health



The nearest pharmacy is Kinrades (tel: 01624 673912). Walk up Hutchinson Square, turn left on Dukes Road. The pharmacy is on the intersection with Ballaquale Road.

The Nearest Accident and Emergency is Noble's Hospital. Telephone: +44 1624 650000. Address: Strang, Braddan, Isle of Man. It is a 5km drive from the our location.

Doctors: Finch Hill Health Center, Kensington Rd, Douglas, Isle of Man IM1 3FH, United Kingdom. Telephone: +44 1624 656050.

Dentist: The Square dental referral center. 38 Woodburn Square, Isle of Man IM1 4DD, United Kingdom. Telephone: + 44 1624 621440.

## Damages and Breakages



Guests are asked to leave the accommodation clean and tidy. Please report all breakages, or damage, as soon as reasonably possible so that it can be repaired/replaced both for your own benefit and for the guests to follow.

We request furniture is not re-arranged so that unnecessary damage does not occur. Guests undertake to keep all the furniture, fittings and effects in the property in the same state of repair and condition as found at the start of the hire period (reasonable wear and tear expected) and are responsible for the cost of making good any damages which have occurred due to negligence or irresponsible behaviour.

## Liabilities

We shall not be held liable for any cancellations, changes, effect on your holiday, loss or damage suffered by you or any failure by ourselves to perform our obligations to you which are due to any event(s) or circumstance(s) beyond our reasonable control e.g. fire, flood, exceptional weather conditions, industrial dispute, failure of any public service supply, mechanical breakdown, illness, etc. In appropriate cases all monies will be refunded to you – no compensation, expenses, cost of any other sums of any description (including without

limitation the cost of securing alternative accommodation) will be payable in such circumstances by us. We shall have no liability for any death or personal injury or for any damage to or loss of your personal property occurring during the period of the holiday let.

## **Omissions**

We believe we have described the property to the best of our knowledge and all statements and information provided have been in good faith. Please ensure you satisfy yourself of the suitability of the accommodation prior to booking. In the unlikely event of any problems after arrival, please advise us immediately in order that we have a fair opportunity to rectify the situation. If you vacate the property prior to us having had an opportunity to resolve or mediate the grievance, no liability will be accepted for any subsequent claim or complaint. We shall not be held liable for any loss or damage resulting from information given, or statements made whether orally or in writing.

All booking contracts shall be deemed to have been made in the Isle of Man and are in accordance with and subject to Manx Law.

## **Right of Access**

We reserve the right to decline accommodation. We have the right of access to the property at all reasonable times with or without workmen for the purpose of inspection, or to carry out repairs deemed necessary to the property or equipment.

## **Feedback**

We are always looking for ways to improve the service we provide our guests, so please contact us if you have any comments or suggestions about this access statement or anything else that you think can improve your stay with us. Email: [thehutchinsonapartments@gmail.com](mailto:thehutchinsonapartments@gmail.com)