

Access Statement

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests, visitors and clients.

Introduction

The Cunard Apartments are located on Loch Promenade overlooking Douglas Marine Gardens and Bay. We are situated directly in front of Douglas town centre within yards of all the main shops and restaurants.

The building has six large and spacious two bedroomed apartments spread over three floors, accessible by stairs only. Each apartment also contains a small split-level set of steps between the front and back halves of the layout.

The Cunard was built in the late 1870's in the traditional Victorian style of the day and although the property has been extensively refurbished to create the more recent units of apartment accommodation within its shell, it still nevertheless contains the original build characteristics of the house of that time which may make access difficult for people with limited mobility. For example the building does not have a lift and the construction and design of the building is not suitable for the installation of a lift.

We do try very hard to meet individual needs of each client and we very much look forward to welcoming you to the Cunard Apartments. If you have any queries or require any assistance regarding the above then please phone **+44 (0)1624 676728** or email info@cunard-accom.com

Location

- You can find the Cunard Apartments on Loch Promenade in Douglas, just a few doors away from the Loch Parade Church, opposite the fountain in the sunken Marine Gardens. (Loch Promenade is nearest to the Ferry Port). The walk from the Sea Terminal to apartments is approximately 5 minute along Douglas Promenade which is paved and level.
- If you are arriving by air, you can catch a bus from just outside the main airport exit every 20 minutes. Bus numbers 1, 2, 11 and 12, take you directly into Douglas and most will stop outside the church on Loch Promenade a few

doors from the apartments. Just check when you get on if the bus is stopping on Loch Promenade or Douglas Bus station which is approx 10 mins on foot along paved and level walk ways. Alternatively there is a Taxi Rank outside the front door of the airport, the normal fare to Douglas and the apartments will be approx £25.00

- The nearest bus stop is within 50m of the building, however there is no shelter or seating. A regular bus service (every 20 mins) takes you into the main Douglas Bus Station where you can change buses for several destinations.
- Taxis can be pre-booked for you if required, please contact reception.

Car Parking and Access

- Due to our central location in the heart of Douglas a disc parking scheme is in place on the promenade which can get very busy but be assured that spaces change all the time and usually within a few minutes so waiting if you do not see a free space straight away is never that long. However you can park free of charge directly outside of the apartments for a maximum of 2 hours during the day or 4 hours with a disability badge. Sundays and overnight parking is unrestricted. We provide you with a parking disc free of charge which you will need to display on your windscreen.
- If you would prefer the convenience of your own reserved parking space available to you at any time of day or night, we can arrange a private park close to the building at a cost of £10.00 for 24 hours. The parking is barrier controlled and situated on uneven ground approximately 5 mins walk from the apartments, the car park itself is not particularly well illuminated at night with street lights only.
- Access to the Cunard Apartments building is gained from a flagged pavement up 6 steps, between 5 - 9 inches high and 78 inches wide. This gives access to the vestibule, hallway and reception area. The hallway and reception area are level throughout and the floor coverings are tiled.
- The reception area is well lit with LED low energy downlighting.

Welcome Area

- Guests are welcomed and given their check-in details and apartment keycards in the reception hallway of building No: 28 which is a level tiled floor throughout. There are no chairs at reception but there are at the front entrance should you require to sit. Please advise prior to arrival if assistance is required with luggage for a smooth check-in.

The Apartments

- The apartments are located on the 1st to 3rd floors of the building and require step access from street level to the main entrance and ground floor. As there is no lift access it is therefore your responsibility to confirm if you require a lower floor or have any disability queries before submitting a booking. We cannot be held responsible if you incorrectly book although we will of course do our best to remedy the situation if possible.
- Accompanied children and families are most welcome.
- **SMOKING IS NOT ALLOWED** anywhere within the building (by order of I.O.M. Government Legislation), smoking is only permitted outside of the front entrances to the building.

Access Stairs

- All areas are well lit using a combination of automatic LED ceiling and down lighting lamps.
- There is a short pile carpet on the stairs throughout.
- There is a continuous flight of 13 stepped stairs 7 inches high and 30 inches wide to the first floor with a bannister rail on one side
- There are automatic audible smoke and fire alarms in the stairwell and inside all apartments.
- There is no lift, apartments are accessed by stairs only.

Additional Information

- A FAQ's section is available to view on our web-site which is found at www.cunard-accom.com please take the time to view where you will find a full selection of answers, however if you do have any further queries or require any assistance then please feel free to phone **+44 (0)1624 676728** or email info@cunard-accom.com