

Ballahowin Courtyard Access Statement

Introduction

At Ballahowin Courtyard we want to make everyone's stay as enjoyable as possible and are committed to providing suitable access for all our guests, whatever their individual needs. This statement has been prepared to accurately describe our facilities and help those with additional needs book the right accommodation.

We regret that whilst not all of our self-catering cottages/apartments are suitable for wheelchair users, due to the door width and bedrooms being located on the 1st floor, we do have Arbory Cottage, Rushen Cottage and Onchan apartment that offer wider accessibility. Specific Access Statements are available for these cottages.

Please contact us to discuss any requests or specific requirements and we will do our best to help.

Ballahowin Courtyard is currently rated 5 Star & 4 Star Gold by Visit Isle of Man.

Pre-Arrival

- The location, information and contact details can be found on our web site - www.ballahowincourtyard.com
Brochures are available on request.
- Further information & photos are updated on our social media pages:
www.instagram.com/ballahowincourtyardiom/
- The nearest village is St Marks (15/20 minutes' walk), which is serviced by regular buses.
- The nearest town is Douglas (8 minutes' drive).
- Local taxis are available, telephone numbers can be supplied.

- Car Parking Facilities - Parking is available adjacent to the courtyard. This is a level surface, partly on gravel and partly on tarmac.
- We have designated accessible parking bays very close to the courtyard entrance.
- There is an outdoor lighting for night-time.

Main Entrance

- Courtyard entrance all cottages have level door access, the doors have a low- level threshold and there are level access flagstones in the courtyard.
- The cottage names are clearly visible.
- Extra keys can be made available on request.
- Entrance hall light switches are at the door.

Cottage Information – General

- The cottages have oak flooring or Karndean in all the kitchen/dining, hallways. Stairs and bedrooms are carpeted throughout. Bathrooms and shower rooms have slate flooring.
- All the courtyard cottages have underfloor heating. Fuel source is oil.
- All fire doors are solid. The doors vary in width from 73cm to 80cm wide.
- The lounge/kitchen/dining are open plan living.
- There is adequate lighting throughout the cottages with both ceiling and lamp lights.
- Some cottages have the bedrooms on the ground floor and the kitchen/living space on the 1st floor.

Lounge / Dining Area

- In each cottage lounge there is a sofa, nest of tables/ coffee table and a dining room table and chairs. A television or smart tv, sky box and DVD player.

Bedrooms

- Depending on the specific cottage we can offer either super-king size bed, standard double, single bed or twin beds.
- We provide non-allergic bedding.

Bathroom / Shower-room

- Included is a bath, toilet, wash hand basin and storage under the sink.
- Cottages with an en-suite shower has a tray step, toilet and wash hand basin.
- Some cottages have a shower over the bath.

Kitchen

- In the kitchen there is an electric hob and integral electric ovens.
- A microwave is provided along with a washer/dryer and dishwasher.
- There are numerous kitchen storage cupboards and standard height worktops with under unit lighting and an integrated fridge freezer or freezer-box.
- Bright colored kitchen crockery can be supplied on request.

Outdoor/Courtyard Area

- Outdoor picnic benches on level access flagstones.
- Suitable for wheelchair user.

Additional Information

Hiring Accessibility Equipment –

The Isle of Man has charities and businesses that are happy to lend accessible equipment in exchange for a donation or fee.

- British Red Cross
- Disability Networks
- CIRCA
- Just Care products

There is a strict no smoking policy.

Assistance Dogs are welcome on request, but visitors must provide their own equipment.

We can provide information in large print on request.

Address:

Mrs Lorraine Quayle

Ballavitchel Lodge

Ballavitchel Road

Crosby

Isle of Man

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www.ballahowincourtyard.com

We welcome your feedback to help us continually improve if you have any comments please phone 07624 472767 or email

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