

Elizabeth Grace House

Access Statement

We are a brand new Business offering comfort and value to make sure of all our guests who visit Elizabeth Grace House enjoy their stay. There are 9 guest bedrooms. This statement is a summary of our provisions however if you have any specific questions please feel free to contact us and we will be happy to help you.

Pre - Arrival

- Elizabeth Grace House is situated the street behind Clarence Terrace Central Promenade. There is a Pizza and Indian takeaway on the corner just off Clarence Terrace. If in doubt please call us.
- The following bus numbers operate services between the Airport and Douglas 1, 1a, 2, 10, 10b, 11, 11a, 12, X1, & N1. For full details on their website: <http://www.gov.im/publictransport/> or telephone: 01624662525
- We are situated approximately 1.4 km from the Sea Terminal
- Strand Street (main shopping street), bars and restaurants area are approximately less than 10 minutes' walk from the property.
- A bus stop is situated 2 minute walk from the property.
- Full Address: Elizabeth Grace House, 30 Castlemona Avenue, Queens Promenade,
- Douglas, Isle of Man. IM2 4EQ
- Telephone: 07624315244. The telephone is generally answered between the hours of 9.00am - 10.30pm
- Email: elizabethgracehouse@gmail.com
- Website not available as yet in working progress as we are a new business
- We are unable to accommodate pets unfortunately.
- Accommodation is over 2 floors above ground level. We do not have a passenger lift unfortunately.

Arrival and Car Parking

- We kindly request you advise us if possible your estimated time of arrival.
- Our standard check in times are from 3pm until 10pm
- On your day of departure we ask that you check out before 11am.
- Please advise us if your travel arrangements require you to check in later than 10pm.
- We are happy to store your luggage in our Breakfast room area on your day of departure without charge at your own risk as this room is not locked however the front door to the building is always locked.
- On Street parking only property either Castlemona Avenue or Central Promenade free of charge a two hour disc time charge is required we provide them free of charge
- We will assist with luggage if required.
- There is one step into the front door.
- Upon check in you will be provided with a Front Door and bedroom Digital code and shown around the property.
- Basic tourist information, Transport timetables and information about local eating establishments available free of charge in our hallway.

Breakfast

- Our breakfast room is situated on the ground floor a Continental Breakfast Buffet is served each morning. Please note we do not serve evening meals but have information available on eating establishments.
- 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 2 minute walk
- Free Wi fi is available at no extra charge throughout the whole building for all guests.
- Breakfast Buffet – staff will assist where required
- Continental Breakfast only provided
- Dietary requirements catered for where possible by arrangement.

Guest Rooms

- 22 inch Smart TV in every room - sub titles are available if require
- 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
- Lighting throughout
- Thermostatically controlled heating

Public Areas

- Smoking is strictly not permitted in any part of the property, there is an outside sitting area.
- 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 route signage.