

Access Statement For Hazel Barn Bed and Breakfast

Introduction

Our aim is to make you feel welcome and to look after you whether staying for business or pleasure. The following statement is a summary of our facilities. If you have any specific questions that are not answered below please contact us by e-mail or telephone and we will do our best to answer your questions.

Pre-Arrival

- Public transport
 - Train** Closest station is Diss (4 miles) which is on the main line between Liverpool Street and Norwich. We are approximately 90 minutes from Liverpool Street
 - Air** The nearest airports are Norwich (40 minutes by car) and Stansted (70 minutes by car)
 - Coach** There is a coach station in Diss (3.5 miles from Hazel Barn)
- If arriving by car and using satellite navigation you may be directed to another property in the road as post codes cover several houses. We have prominent signs on the roadside along with a Visit Britain tourist sign. If you cannot find us please ring. If you have the facility to enter the location in non post code format (Latitude 52.40 and Longitude 1.08)
- We have a website with photographs
- You can contact us via phone or email if you require directions

Arrival & Car Parking Facilities

- There is ample free car parking in front of Hazel Barn. The parking area is flat with a gravel finish. If you are on business we have room for vans and vehicles with trailers
- Assistance with luggage is always available to all guests if you require it. Please ask if you require help
- The entrance is accessed from the gravelled parking area. If require a vehicle can be parked within 2 metres of the entrance door, other parking is within 10 metres of the door. There is one step with a threshold into the entrance hall via the guest front door (separate from the owner's entrance). At night the parking area is lit and a sensor light is in place to light as you approach the front door

Main Entrance

- Entrance is into guest hall
- As you enter the hall there is a large door mat to allow guests to remove muddy shoes / boots if required
- The hallway contains a bookcase with books and games for guests to borrow during their stay. It also contains tourist information for local attraction, any offers we have received for guests and details of local taxi companies and restaurants
- There is a sink for drinking water (the cold water taps in the rooms go via a water softener and it is recommended water is taken for the sink as the cold tap comes straight from the mains supply)
- Hazel Barn is no smoking throughout the premises
- Guests escorted to rooms and facilities explained

Dining Room Area

- Breakfast is served in the guest dining area on the ground floor
- There is room for all guests to eat at a single table
- Chairs are upright with cushions
- We do not play background music in any area of the B&B, however a radio is available in the dining area if guests wish to use it
- All breakfast items are served by a waitress / waiter other than cereal which is placed on a dresser for guests to select and help themselves
- Guests are asked to select their cooked breakfast items the night before with an approximate time of serving to allow the food to be cooked freshly to order without any delay in serving
- If guests wish the dining table can be used as a work area or for playing games
- A bell is provided on the dresser call for assistance at any time

Laundry

- An iron and ironing board is available on request

Bedrooms

- All 3 bedrooms are on the ground floor with lockable doors
- Each room is supplied with a room, window security and guest front door key
- Televisions all have remote controls and teletext/subtitles
- A clock radio with an alarm is available in each room
- Carpets are all fitted short pile, with tiled floors in bathrooms
- Lights are fitted with a mixture of low and normal energy bulbs as appropriate
- All rooms have a luggage rack for suit cases, hair dryer, dressing table, wardrobe and bed side cabinet. There is plenty of draw and hanging storage space
- In the wardrobes spare pillows and extra blankets are available for guest use
- Tea and coffee making facilities are provided
- Each radiator has a thermostatically controlled valve for use by guests. The main heating is on from approximately 06:30 to 09:00 and again from 17:00 to 22:00. During cold spells this is extended
- All rooms are fitted with a smoke alarm and emergency torch

Ensuite Bathroom

- All bedrooms have ensuite bathrooms
- Tiled floors and walls with an extractor fan that comes on with the lights
- A heated towel rail is adjacent to the basin, the control for this is situated in the bedroom
- All sanitary wear is white in colour
- The hand basin has a mirror and light above it, the light has a shaver point to one end allowing the use of electric shavers
- The shower is an enclosed cubicle with a small step up to enter
- The water temperature in the shower is thermostatically controlled to prevent scalding
- Hot water is available 24 hours a day
- The shower in the family room is a wet room, there is a small lip to step over when entering the shower
- Soap, shampoo and towels are supplied

Attractions

- There are many local attractions some of which are illustrated in the entrance hall with tourist leaflets.
- In the centre of Diss there is a tourist information centre giving advice and information on attractions in the area
- We are located in a quiet lane and there is plenty of walking available straight from the house
- If you require some help in finding out about local attractions please ask as we have been to many of them ourselves

Grounds and Gardens

- You are welcome to look round our gardens and paddocks. Please be very careful of the livestock and please don't feed them
- If you have children please be very careful of the pond – there is no fencing around it
- You are welcome to smoke outside – a bin is supplied for cigarette ends by the entrance

Contact Information

Address:

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We welcome your feedback to help us continuously improve if you have any comments please phone 01379 644396 or email info@hazelbarn.com

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