

Burcott Mill Guest House Access Statement

Introduction

Our home is set in peaceful countryside and offers six guest rooms. The building is Grade II listed and whilst we aim to meet the needs of all our guests there are some period features which might make access to some areas difficult for people with limited mobility. However we do have one room (Old Mill Office) which is on the ground floor and is ideal for customers with reduced mobility or wheelchair users.

Pre-Arrival

- We are located on a B road , 2 miles from Wells.
- Our car park is very large and can accommodate several cars, coaches or motor homes
- The nearest shops are in Wells, 2 miles away.
- The bus stop is right outside our property on the Wells road, Buses run approximately every 1.5 hours (less on a Sunday)
- The nearest railway station is Castle Cary or Bristol which are 10 and 21 miles away respectively
- There are several local taxi companies; we can make bookings in advance for you.
- We can accommodate one well behaved dog in our ground floor room Old Mill Office
- Menus can be provided in large print if required. We regret we do not have facilities to prepare documents in braille.
- Our website www.burcottmill.com provides pictures of our accommodation and further information about the services we provide.
- You can contact us by telephone - (01749) 673 118 or email at enquiries@burcottmill.com

Arrival and Car Parking

- To ensure your accommodation is ready we ask that guests do not normally arrive before 4.00pm. If you wish to arrive earlier or later, please advise us and we will try to accommodate your request.
- Please advise us of your anticipated arrival time so that we can be sure we are here to welcome you.
- We have a large car park adjacent to the property. Access to the bed and breakfast is across the farm track, and down 5 steps and through a gate to the kitchen door. Please take care when crossing the track as it is in regular use by farm vehicles and cars. For guests unable to navigate the steps, please telephone on arrival and we can help with access via a route with no steps.
- We offer assistance with luggage for guests to their bedrooms.

Main Entrance and Reception area

Check-in and Check-out is at the white kitchen door. A doorbell and door knocker can be used to alert attention.

Public areas, - Lobbies, Hall, Stairs, Landing, Corridors etc

Of our 5 guest rooms, all but Millwright's Loft are accessible without the use of stairs. (See bedroom section to follow).

The main guest door is up 1 step. The lobby area has a light on a delay timer.

The main stairs consist of 13 stairs, and there is a handrail and sufficient lighting.

The back stairs to access the Millwright's Loft are fairly steep, but have a handrail and sufficient lighting.

The access to the guest garden and dining room (and the loft rooms) has motion sensor lighting.

Public areas - Dining room/ guest lounge

The guest dining room and lounge area can be accessed without the use of stairs, via the patio doors from the guest garden.

Bedrooms and bathrooms

Old Mill Office

Old Mill Office is on the ground floor with no steps or stairs, and can be accessed from the main courtyard. Guests with limited mobility can drive into the courtyard via the double green gates. (Please leave space when parking for deliveries to the adjacent Mill). The Old Mill Office is fully-equipped to cater for guests who use wheelchairs. There are extra wide doorways for the bedroom (x dimension) and bathroom (y dimension). The flooring is wheelchair friendly in the in the bedroom and bathroom. This room also has a large "wet-room" style shower room. This has a wide doorway (1.25m), ample turning space for a wheelchair , and several grab rails.

From this room, you can also access the dining room, via a ramped path through the courtyard and garden. However, for additional convenience, we can provide room service breakfast to wheelchair users on request.

The Stable Suite

This room is on the ground floor, with a lounge room and separate bedroom. The ensuite bathroom is up 6 steps so may be less suitable for some guests. The room is accessed via the main guest door (up 1 step).

The Hayloft

This room is a standard double with an en-suite shower room. It is located on the first floor of the Millers house. Hayloft is usually accessed via the main guest door (1 step) and the main stairs to the first floor. Alternatively this room can be accessed avoiding the stairs via a ramped path in the garden, through the guest dining room and a corridor with 2 steps.

The Grainsack

This small single has ensuite facilities with a shower in the bedroom.

It is located on the first floor of the Millers house. The Grainsack is usually accessed via the main guest door (1 step) and the main stairs to the first floor. Alternatively this room can be accessed avoiding the stairs via a ramped path in the garden, through the guest dining room and a corridor with 2 steps

Millwrights Loft

This family room has a super-kingsize (or twin) bed and an ensuite shower room. To cater for families, it also has an additional twin bedroom. It is located on the first floor of the Millers House, and accessed via the guest dining room and up a steep flight of stairs so may be unsuitable for some guests. There is also a small step down into the bedroom from the corridor.

Outdoor facilities, grounds and garden

As well as our large, free car park, we have a children's play area (see below). The guest garden has seating and can be used by guests to relax. We also have an apple orchard which guests are welcome to see.

Onsite attractions:

Burcott Mill

The Mill building is open to visitors all year round and mill tours are available in July, August and September.

The mill itself is only partially accessible by wheelchair as it is on two levels. However, the ground floor level provides a good view of the mill in action as this is where the main mill machinery is located, and where the flour is produced. You also have sight of the waterwheel at ground level.

Wookey Post Office

The Post Office is open Mondays 10am - 1pm, Tues 10am - 1.30pm, Thurs 10am - 1.30pm. It is located in the tearoom building in the courtyard and is accessible from the car park via 5 steps or from the main road through the green gates and a slight slope down to the courtyard area.

The Burcott Inn

This quiet country pub is opposite Burcott Mill and offers great food and real ales. No dogs or children in the bar, no food Sundays or Mondays.

Non English Speaking Guests

We speak basic Spanish and French, and plan to translate our breakfast menu into French, Spanish and German. Unfortunately we do not have the facilities to offer Braille menus.

Guests with Children

We offer a range of facilities and equipment to help guests with small children. We do not charge for infants (children who do not require a bed or full breakfast). We have several rooms that have space for travel cots/Z beds which we can provide. We also provide childrens cutlery/character plates, and a microwave in the guest dining room to warm baby food/bottles. We can store milk or other items in our fridge.

We have an enclosed play area built in wood to the highest ROSPA safety standards and set on a carpet of bark. It has monkey bars, a rope net, crawling board, crow's nest platform, a swing and a slide. For the under 5's we have a large wooden playhouse and a baby swing.

Animal feeding - At 07:45 we are always keen to enrol little helpers to assist us in feeding the guinea pigs and chickens and to collect the eggs for breakfast

Address

Burcott Mill Guesthouse
Wookey
Wells
Somerset
BA5 1NJ

Telephone number

01749 673118

Email address

enquiries@burcottmill.com

Website

www.burcottmill.com

Grid Reference

N51:12:28, W2:41:13

Hours of Operation

As Burcott Mill is our family home, we are generally around a lot of the time. Someone is always available for guests checking in or out: 7am - 11am and 4pm - 8pm.

Emergency number

01749 673118, mobile 07918121529

Local GP contact centre

Priory Health Centre
Glastonsbury Road
Wells
01749 675665

Nearest hospital

West Mendip Minor injuries- Glastonbury (24 hrs) 01458 836450

Emergency dentist

Northam Park Practice, Wells
01749 673053

Local public transport numbers

Bus

Nearest station : Castle Cary (8 miles)

Local accessible taxi numbers

Wookey taxis: 01749 678039