

Access Statement For High Trenhouse

Introduction

High Trenhouse is a dedicated facility offering your group exclusive use. Our aim is to make our guests feel as though they are staying with friends in the country. This means that we offer help and support to people who may need it for whatever reason. As our guest we are here to make your stay pleasant and comfortable.

High Trenhouse is in an isolated situation, deep in the countryside and therefore not appropriate for all purposes. If you have any doubts about its suitability for yourself, please talk to us and we will do our best to advise as to whether we and the place can meet your needs.

There are two buildings, Northend and Bennett's, and your group may be using either or both, depending upon numbers and other circumstances. We provide high quality surroundings and an unusually good level of personal service.

Pre-Arrival

- High Trenhouse is a comfortable home from home. If you have special needs we will make such arrangements as are possible to ensure your visit is a good experience.
- We will send you confirmation of your booking with joining instructions and travel guidance.
- Although High Trenhouse is in the heart of the countryside, we do have telephones and Internet access in all rooms. We have a well-equipped office that can handle all communication needs.
- We recommend that you ask us to book taxis to meet public transport at Skipton, Settle or Giggleswick or even from Leeds station or airports. Our local drivers know the routes and will usually be cheaper.
- Please note that there are no shops within five miles. If you find you do need anything our staff will do their best to provide for you.
- Prior to your arrival we ask you to tell us about any special needs you may have so that we can anticipate how we will meet them. Our preferred response will be to find a service solution rather than make physical provision. For instance we are delighted to meet people from their vehicle and provide any necessary assistance

Arrival & Car Parking Facilities

- There are ample free car parking facilities. Our parking and driveways are gravel and generally level. Normally we greet guests as they arrive on the premises. Our staff will be glad to assist with unloading. You can drive close to the building in which you stay for purposes of unloading. If you need help with parking please ask. If necessary we can ensure that your car can be parked in a convenient position.
- Both of our buildings have two steps at the entrance but in each case there is a ramped alternative entrance. At the entrances there are coir mats and beyond that there are tiled or carpeted surfaces. Most of the ground floor at Bennett's is on a single level. At Northend, there are two steps between the general conference area and the dining room. We will be glad to provide assistance and will generally anticipate any such needs.
- We do not normally accommodate dogs other than guide dogs. If you wish to bring an animal we ask that you discuss this with us beforehand and that you bring necessary bowls, bedding and foodstuffs.
- At night there is low-level external lighting, sufficient to prevent walking into obstructions but less bright than urban street lighting.

Main Entrance & Reception

- Reception is by means of personal greeting and our staff escort guests from their vehicles to their rooms. If you have told us about any special needs we will have briefed staff and they will have made provision for you.
- All guests are given a guided tour to familiarise them with the layout, amenities and emergency arrangements.
- Note that, as our ethos is of 'friends in the country' and accommodation is let on a group basis, we do not generally provide room keys (once in your room you can secure the door). If you feel strongly that you need to prevent access to your room, keys can be provided on request.

Public Areas - General (Internal)

- High Trenhouse is an old farmhouse and not necessarily ideal for all people with disabilities. We would like to check with you beforehand to ensure that, with our help, you will be able to manage your stay comfortably and safely.
- Our corridors are a minimum of 860mm and doors generally at least 730mm clear opening. Both buildings are on two floors and there are no lifts. In Bennett's there is easy, level access on the ground floor, including a wheelchair accessible en-suite bedroom, toilet and lounge/dining room. At Northend it is possible to access all ground floor spaces, conference and dining room, toilets and bar, avoiding internal steps.
- Lighting uses a combination of spotlights and fluorescent is generally of a good level. If you have special needs our staff will arrange supplementary lighting as necessary.
- We do not have special telephones but members of staff will always be glad to help with communications.
- We have one en-suite room suitable for a wheelchair user.

Public Areas - WC

- All public toilets are unisex.
- At Bennett's there is a wheelchair accessible WC near the courtyard entrance and easily accessed from the dining-room/lounge.
- There is no wheelchair accessible WC at Northend.
- Fire alarms are audible only and other members of your group, group leaders and members of staff will ensure that people who are unable to hear will be informed of an alarm and escorted from the building.

Restaurant / Dining Room, Bar & Lounges

- Our dining room is re-arranged to suit the needs of each specific group. Needs of people with disabilities will be taken into account to ensure they can readily be catered for.
- Menus are also specifically designed for each group and special requirements will be accommodated. Generally we serve a fixed menu without choices but with alternative provision if required.

Laundry

- We do not normally provide a laundry service but should be able to meet any emergency needs

Shop

- Not Available

Leisure Facilities

- Not Available

Outdoor Facilities

- Not Available

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- High Trenhouse has two main conference suites consisting of a main conference room with adjoining syndicate rooms. This compact arrangement makes it an ideal working environment for people with disabilities as there is little need for movement.
- There is a WC on the same level but not one suitable for wheelchair access.
- We ask you to discuss your requirements with us so that we can be sure that we are able to satisfy your needs

Bedrooms

- We have one en-suite bedroom on the premises that is suitable for wheelchair access. It is equipped with a double bed.
- This bedroom has level internal access to Bennett's lounge/dining room which can also, for some people, serve as a workspace.
- None of our bedrooms has TV or tea/coffee facilities.
- Telephones and fire alarms are audible only

Grounds and Gardens

- The private grounds of High Trenhouse are pleasantly landscaped. There are gentle strolls and outdoor seating. There are pleasant walkways through the woods as well as lawns and open areas to enjoy. There are some steps in the grounds but these can be circumvented. There are two ponds in the grounds and people should be aware of the dangers of unguarded water.
- Beyond the grounds is the whole landscape of Malham Moor which provides many possible excursions. However it is located at 1300 feet above sea level and can sometimes be quite bracing and, in extreme circumstances, even dangerous.
- Our staff will be happy to advise people about walks and places to visit, weather conditions, suitable clothing and any other factors that would affect your pleasure, safety and well-being.

Additional Information

- At High Trenhouse we have catered for people of all ages and also, at times, with a wide range of disabilities. The fact that we provide exclusive use to you and your group means that we can provide a high level of responsive service and can be well prepared to cope with any special needs.
- However we do not claim to be able to cope with complex and difficult groups or with all levels of disability. We will be glad to discuss specific requirements with a very positive attitude to providing a good solution, if at all possible. However we will say if we feel that we are unable to sensibly meet your needs

Contact Information

- Address: High Trenhouse, Malham Moor, SETTLE BD24 9PR
- Telephone: 01729 830322
- Fax: 01729 830519
- Website: high-trenhouse.co.uk
- Grid reference: SD 878666
- Hours of operation: 07.00 to 22.00
- Emergency number: 01729 830322

Future Plans

- We constantly review our provision in relation to clients requests and client feedback. We will make additional provision as necessary on the basis of such information.

We welcome your feedback to help us continuously improve if you have any comments please phone 01729 830322 or email info@high-trenhouse.co.uk