

## **Access Statement for Harbour View Apartments**

### **Introduction**

Self catering flats in a 400 year old listed building which was once the Padstow Harbourmaster's Office.

### **Pre-Arrival**

- When you make your final payment, we will send you instructions on how to collect the keys and where to park (If you have come by car)
- The nearest main line railway station is Bodmin Parkway and there are connecting bus services to Padstow as well as a taxi rank.
- The bus station is about half a mile from the apartments along level ground.

### **Arrival & Car Parking Facilities**

- When you arrive at the top of Padstow, you will see brown signs directing you to The Dock. Follow the road to the bottom of the hill and take the steep left hand hairpin bend and then along until you reach the inner harbour. Harbour View is directly opposite you. Go around the harbour in a clock wise direction and stop to unload outside the apartments.
- On the ground floor are two shops - Thoughts and Afterthoughts. This is our reception. Introduce yourself and you will be provided with keys and instructions on where you apartment is and the parking bay allocated to you.
- Entry to the building is up two steps to the entrance hall.

### **Main Entrance, Reception & Ticketing Area**

- The public area lights are time controlled to conserve energy.
- Bearing in mind that the building is over 400 years old, there are steps of various heights. The shop staff will advise you if you have any problems.

### **Public Areas - Hall, Stairs, Landing, Corridors etc**

- The public area has not shown to be a problem with anyone. With the exception of Daymer (One step in middle of hall and raised sill in doorway) the other three apartments, being on the first floor, are accessed by stairways. In the case of Stepper, fairly steep 12 steps; Gulland, easy going 14 steps and for Pentire, on the second floor, a further 16 steps

### **Public Areas - Sitting room, lounges, lobbies etc**

- There are no lifts and fire escape routs are included in the Safety Card in your apartment.
- There is only one way in to the building although the back door leads to steep steps to the high level garden and next door areas for emergency use.

### **Laundry**

- An iron and ironing board are provided.
- See brochure for what is supplied.

## **Additional Information**

- On arrival, please make yourselves aware of the escape routes and fire procedure as supplied in each apartment. Should you have a dog, please consider other occupants of the building and not leave them alone in the apartment if you go out.
- Smokers are requested to also consider who might be moving in after you and if possible, keep the rooms well ventilated. Please do not smoke in bed.
- During shop opening hours, you will find the staff friendly and willing to help.

The address is:

**HARBOUR VIEW, 3 NORTH QUAY, PADSTOW, CORNWALL.  
PL28 8AF**

Telephone: There is no public telephone in the building as it has been found that most tenants have their own mobile/cell phones and there is good reception at the front of the building.

The nearest public phone box is 20 meters away. Turn right from the front door and you will see it.

Email: our e-mail address is: **beach.hols@dial.pipex.com**

Website: **www.harbourviewpadstow.co.uk**

Hours of operation: There will be staff in attendance during normal shopping hours. This is from 10am to 4pm in winter and up to 10pm in the height of the summer.

Emergency number: Numbers change and so we maintain a list of emergency numbers in the main hallway.

## **Future Plans**

- The building is a Grade II Listed building and as such, there are no plans to alter it.
- We run a policy of continuous up dating equipment and furniture in order to provide our customers with a pleasant place to stay.

## **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve if you have any comments please phone 01208816422 or email beach.hols@dial.pipex.com**