

## Access Statement For City Lodge Guest House, Gloucester GL1 5AX

### Introduction

We aim to cater for the needs of all who visit City Lodge Guest House.

A 10 minute stroll takes you right to the centre of Gloucester City with access to the train station and bus terminus.

Although we are a city center location the City Lodge Guest House offers a peaceful night's sleep because of its park location.

The 3 –storey semi-detached townhouse was built around 1901.

From Weston Road three steps lead up to the ground floor containing the check-in area.

From the check-in area A further 12 steps lead up to an en-suite double room. (Room 100).

A further staircase of 4 steps lead to four bedrooms (Rooms 102/103/104/105) and a mini kitchen on the first floor.

A further staircase of 12 steps lead to a triple standard room (Room 201) and two wet rooms containing shower/toilet/was basin rooms.

Another staircase of five steps lead to 4 standard rooms (Rooms 202/203/204/205) on the second floor. The following statement is a summary of our provision.

### Pre-Arrival

A 10 minute stroll leads us right to the centre of Gloucester City with access to the train station and bus terminus.

There are a number of local taxi services that have accessible taxis if required.

Our website - [www.citylodgguesthouse.co.uk](http://www.citylodgguesthouse.co.uk) - provides pictures of a selection of our guest rooms and further information about the services we provide.

Dogs or cats are welcome and subject to a one off cleaning charge of £ 9.-.

You can contact us by telephone or email.

Please see the 'contact information section' of this document for full details.

### Arrival & Car Parking Facilities

As we are operating 3 properties in the Gloucester area it is essential that you ring 01452-526380 if you need assistance with luggage, parking or access to the room before 4 pm (regular check-in time).

We offer 24-hour check-in. The entrance has 24hr lighting. The entrance consists of:

- 3 steps (100cm wide – 20cm high ) leading to glass door opening inwards
- 1 step to a further heavy permanently locked front door opening inwards
- Into carpeted ground floor area where a desk mounted on the wall serves as a check-in facility

There is free roadside car parking for a number of cars on the wide road in front of the premises.

We also have a dedicated car park opposite 72 Weston Road for 3 cars.

The car park has a level concrete surface up to the curb stone.

### Entrance & Reception

The front door is always locked but we do have a bell press in the outer door canopy, at a height of 140cm.

The door is 98cm wide with a brick plinth grab rail to both sides.

On arrival, guests are required to complete our registration form and are shown to their rooms and the facilities are explained. No seating is provided. Full length mirror in hall.

### Public Areas - General (Internal)

We do not provide a dining room.

All rooms have a table, folding chair and easy chair to allow you to take meals, watch free cable TV and

access the internet free of charge from our WIFI on your own laptop.

### **Public Areas - WC**

Only bedroom #101 features an en-suite.

The other 9 bedrooms (standard rooms) share two shower/toilets on the second floor next to room 201.

### **Dining Room**

We do not provide a dining room.

All rooms have a table, folding chair and easy chair to allow you to take meals, watch free cable TV and access the internet free of charge from our WIFI on your own laptop.

All breakfast items are stored in fridges in our mini-kitchen (appr300cmx200cm) located on the first floor.

The mini-kitchen provides: 2 fridges (1 for exclusive guest use), microwave, 4 slice toaster, kettle and egg cooker.

All breakfast items are stored in fridges. You are welcome to help yourself anytime. There is no waiting staff on hand. Our continental breakfast consist of:

Apple, Orange Juice, Milk, Fruit Yoghurts, Fresh fruit, Pastries, Bread-white or brown, Marmalade, Spreads, Jam and Butter, Choice of 5 cereals, ham and cheese.

You can boil an egg or have beans of toast as there is a toaster/microwave, kettle and even an egg boiler.

At anytime during your stay there is access for your breakfast.

Even the night before. You can cook a microwavable meal bought in the nearby Sainsbury, ASDA or Tesco, or obtain a plate or cutlery to use for a take-out meal you have bought from any of the nearby take-away outlets or have it delivered.

You are in control, anytime, you help yourself!

### **Laundry**

Iron and Ironing board are available on a first come, first serve basis on the ground floor outside room #12. Please return immediately after use.

Laundry facilities are also available on the premises - restrictions apply.

There is also a launderette within a 8 min. walking distance in Eastgate Street opposite the GL1 leisure centre. For long stays we provide an in-house washing service. Price on application.

### **Shop**

The nearest ASDA to walk to is an 8 minute walk.

Why not visit the new Outlet Centre at Gloucester Quays selling brand names at discounted prices?

**Treatment room/s Not applicable**

### **Leisure Facilities**

The modern GL1 leisure complex is an 8 minute walk away.

### **Outdoor Facilities**

City Lodge Guest House is located by the park with bowling greens, basketball area and children's play equipment.

**Conference&Meeting Rooms, Banqueting Not applicable**

**Clubs & Entertainment Not applicable**

## **Bedrooms (& Sleeping Areas)**

There is central heating throughout the house. The temperature of each guest bedroom is controlled by thermostatic controls on the radiators.

Each room is carpeted throughout. The beds are made with fitted sheets, two foam pillows and duvets.

Each bedroom has a 'hospitality tray' with tea, coffee, decaf, kettle, sugar, sweetener, and portioned UHT milk, mug and spoon (with fresh milk available 24/7 from the kitchen).

Each room has a minimum of 6 wooden coat hangers, 3 hooks, 2 mirrors,

In each room there is a mini safe, hair dryer, a clock radio and a colour TV with remote control. Each room has storage space which usually consists of a wardrobe with inbuilt, chest of drawers, bedside cabinet and a metal waste paper basket. The windows are dressed with a set of net and lined curtains.

There is a reading lamp by the bed. Also a fold-up table with practical seating and a make-up mirror.

This area is popular either a desk for laptop users or as a make-up area. Each room also provides a comfortable armchair. Each room provides a washbasin, with mirror and shaver-light over and soap dish.

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### Quick recap of layout:

3 steps up into property

Ground floor – Entrance. Reception.

First floor - Rooms 101 (Ensuite), 102, 103, 104, 105, Mini Kitchen

Second Floor – Shared bathrooms, 201, 202, 203, 204, 205

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### Description of all bedrooms:

-Guest Bedroom #101. Main window at rear of property.

Location: First floor (12 steps from ground floor)

Measurements: appr. 4m x 4m

Configuration: 1 double bed

Doorway Width: 80 cm

Bed Height: 62 cm

Ensuite Bathroom : appr 3m x 3m. Obscure window. Radiator with towel hanger.

Doorway Width: 78 cm

WC height is: 38cm

Height of washbasin : 79cm

Step height into shower : 50 cm

Guest Bedroom #102 Main window at rear of property.

Location: First floor (17 steps from ground floor)

Measurements: appr 440 cm x 225 cm

Configuration: 1 single bed

Doorway Width: 80 cm

Bed Height: 62 cm

Height of washbasin : 79cm

For shower and toilet access use shared bathrooms on second floor. (10 steps up).

Guest Bedroom #103 Main window at side of property.

Location: First floor (17 steps from ground floor)

Measurements: appr 340 cm x 245 cm

Configuration: 1 single bed

Doorway Width: 80 cm  
Bed Height: 62 cm  
Height of washbasin : 79cm  
For shower and toilet access use shared bathrooms on second floor. (10 steps up).

Guest Bedroom #104 Main window at side of property.  
Location: First floor (17 steps from ground floor)  
Measurements: appr 340 cm x 245 cm  
Configuration: 1 single bed  
Doorway Width: 80 cm  
Bed Height: 62 cm  
Height of washbasin : 79cm  
For shower and toilet access use shared bathrooms on second floor. (10steps up).

Guest Bedroom #105 Main window at front of property.  
Location: First floor (17 steps from ground floor)  
Measurements: appr 350 cm x 450 cm  
Configuration: 1 single bed (plus 1 single bed if needed)  
Doorway Width: 80 cm  
Bed Height: 62 cm  
Height of washbasin : 79cm  
For shower and toilet access use shared bathrooms on second floor. (10steps up).

Guest Bedroom #201. Main window at rear of property.  
Location: Second floor (10 steps from first floor)  
Measurements: appr. 4m x 4m  
Configuration: 2 single beds (plus one if needed)  
Doorway Width: 80 cm  
Bed Height: 62 cm  
Height of washbasin : 79cm  
For shower and toilet access use shared bathrooms adjacent.

Guest Bedroom #202. Main window at side of property.  
Location: Second floor (16 steps from first floor)  
Measurements: appr 440 cm x 210 cm  
Configuration: 1 single bed  
Doorway Width: 80 cm  
Bed Height: 62 cm  
Height of washbasin : 79cm  
Shower and toilet access bathrooms (shared) on second floor. (6 steps down).

#Guest Bedroom #203 Main window at side of property.  
Location: Second floor (16 steps from first floor)  
Measurements: appr 320 cm x 250 cm  
Configuration: 1 single bed  
Doorway Width: 80 cm Door Height lower than throughout : 187cm  
Bed Height: 62 cm  
Height of washbasin : 79cm  
Shower and toilet access bathrooms (shared) on second floor. (6 steps down).

Guest Bedroom #204 . Main window at side of property.

Location: Second floor (16 steps from first floor)  
Measurements: appr 360 cm x 240 cm  
Configuration: 1 single bed  
Doorway Width: 80 cm  
Bed Height: 62 cm  
Height of washbasin : 79cm  
Shower and toilet access bathrooms (shared) on second floor. (6 steps down).

Guest Bedroom #205. Main window at front of property.

Location: Second floor (16 steps from first floor)  
Measurements: appr 350 cm x 450 cm  
Configuration: 1 single bed (plus 1 single bed if needed)  
Doorway Width: 80 cm  
Bed Height: 62 cm  
Height of washbasin : 79cm  
Shower and toilet access bathrooms (shared) on second floor. (6 steps down).

### **Bathroom**

2 Shared Toilet/Shower room with a shower (step in appr. 30 cm, shower curtain and rail. The toilets are 43cm in height and the washbasin is 80cm high. There is a heated towel rail and a metal towel rail and 3 hooks. A non-slip bath mat is available. Size : appr 250cm x 150cm. Obscure window.

[SelfCatering....not applicable](#)

[Caravans...not applicable](#)

[Touring....not applicable](#)

[Boats...not applicable](#)

[Attractions...not applicable](#)

### **Grounds and Gardens**

City Centre. No garden or ground access for guests. Direct access into Weston Road and Park opposite.

### **Additional Information**

We operate three guest houses in Gloucester. We cannot be in all places at the same time. If we had to pay reception staff to sit around and wait for arrivals 24 hours/day we could not offer the public our very competitive rates. Therefore some guests might experience our straight forward Auto Check-In facility which we have been operating now successfully for over 10 years. If you need assistance with anything e.g. luggage, parking etc. it is advisable to ring the Duty Manager on 01452 – 522243 or 0787 965 7495 ten minutes prior to your arrival. Every room provides our guests with a comprehensive guest folder outlining in fine details the inner workings of the lodge and is designed to make your stay very comfortable.

Jens and Kim Eberhardt the owner/operators of this lodge have found that the following customers were most and least satisfied with their stay and likely to return:

#### Most happy and most likely to return:

- Any guest seeking FREE internet access 24/7 using their own laptop and our WIFI.
- Contract worker, white or blue collar working in or around Gloucester. He/She lives to far to commute everyday but returns home on the weekend. Special rates are available to stay on

over the weekends.

- Racing fraternity when Cheltenham is full up or too expensive
- Visiting friends and relatives in Gloucester
- Wedding guest seeking less expensive rates than the stay-over rates offered by bigger hotels
- Leisure breakers seeking value for money and prepared to use common sense and their initiative
- Accompanying patients to Gloucester Royal Hospital
- Internet savvy globetrotters seeking value for money
- Guest seeking a home away from home

Least happy and least likely to return:

- Leisure breakers wanting to be pampered
- Lone travellers looking for a personal experience and wanting to bond with the staff
- Guests unaccustomed to take initiative
- Guest seeking recognition from a mine-host type proprietor

Children are welcome at City Lodge Guest House.

Dogs including Guide dogs are welcome and the nearby park is popular for their exercise..

Mobile phone reception inside the house is good.

There is also a perfect WIFI broadband signal for your laptop, free of charge.

We are totally non-smoking apart from a smoking area outside in the carpark or outside the front door.

A fire extinguisher is on all floors and one in the kitchen (plus fire blanket.). We are exceeding legal annual checks by having quarterly audit visits on our fire alarm system and all fire fighting equipment by an independent fire security firm.

Evacuation, if necessary, is by the front door. The fire alarm rings continuously if evacuation is needed.

If you require assistance in any of emergency (e.g. hearing impairment) please let us know on arrival and we will ensure that you are evacuated safely.

The guest fridge on the first floor is made available for medication storage.

A selection of local information is on display in the entrance hall.

There is a folder in each guest bedroom which gives tourist information about Gloucester and the surrounding area.

Further information about City Lodge Guest House routines and emergencies is displayed on the inside of each bedroom door and in the guest folder. First Aid kit available in the kitchen.

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EMERGENCY CONTACT NUMBERS

Police/Fire/Ambulance 999

Owner lives on site. To contact Duty Manager anytime day or night please call:

01452 – 52 2243

Free from the phone located between the two front doors.

Further back-up numbers are:

0787 965 7495

01452-5 222 43

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This access statement as you see it is printed in font size 16.

If you require a print out in any larger font size pls contact as on:

Telephone : 01452 – 52 2243

Email : jens\_eberhardt\_uk@hotmail.com

We will be happy to send it by post, email or communicate verbally.  
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### **Contact Information**

Address : City Lodge Lodge Guest House, 72 Weston Road, Gloucester GL1 5AX

Telephone : 01452 – 52 2243

Email : [jens\\_eberhardt\\_uk@hotmail.com](mailto:jens_eberhardt_uk@hotmail.com)

Website : [www.citylodg Guesthouse.co.uk](http://www.citylodg Guesthouse.co.uk)

Phone: There is a free of charge phone for local calls on the ground floor.

### **Future Plans**

We have a solid 2 star rating with Quality in Tourism. Our aim is to provide a better standard of accommodation, facilities and services at a lower cost than our competition.

#### By Dec-2009

Planning stage completed of conversion to all en suite bedrooms.

#### By Dec-2010

- Refurbishment of the above completed to a 3 star standard
- Flat screen television with the introduction of digital signal switchover.

We welcome your feedback to help us continuously improve.

If you require further details or have any comments about the services we provide or this Access Statement, please do not hesitate to contact us on 01452- 52 63 80 or email us on:

[jens\\_eberhardt\\_uk@hotmail.com](mailto:jens_eberhardt_uk@hotmail.com).

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Last updated: 15th February 2010