

## **Access Statement For Number Twelve**

### **Introduction**

Number Twelve is located in the heart of the city centre. Bedrooms are located on lower ground, 1st and 2<sup>nd</sup> floors. Unfortunately we have no ground floor bedrooms. There are two flights of stairs between floors. The entrance has ? steps up to the front porch with hand rail each side. There is no lift on the premises.

Guests check-in and take breakfast at The Georgian Lodge just a few doors away. Reception/Dining Room at The Georgian Lodge is located on the ground floor which is accessed by 3 steps up to the front porch with a hand rail each side.

### **Pre-Arrival**

Rooms all have en-suite shower and toilet, and wifi internet access throughout. We are close to Exeter Central Station a 5 minute walk and Exeter St. Davids Station is about a 10 minute walk. We are located on a bus route to the hospital. The Cathedral & shopping precincts are a 10 minute walk, Exeter Quay is a 20 minute walk. Airport is 5 miles. Taxi rank is located close by in the square.

Premises only suitable for guests with mobility impairment/visual/hearing impairment who are accompanied to ensure the safety of the guest.

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

Subject to space available guests are offered a free parking permit on arrival for parking in the Bystock Terrace council car park outside Number Twelve. These permits are valid from 4pm until 10 am the following day. If cars are left between 10 am and 4 pm then the meter must be used.

Check-in takes place at The Georgian Lodge, 5 Bystock Terrace, Exeter EX4 4HY just a short distance from Number Twelve. A free phone is available at The Georgian Lodge by the porch for guests to use on arrival to allow access.

We are able to assist guests with luggage if required.

## **Main Entrance & Reception**

The main entrance at The Georgian Lodge is via 3 steps leading to the porch. Reception is located on ground floor. The front cannot be ramped in compliance with grade 2 listing. Free wifi internet access code available on arrival. Lighting is bright. Additional keys are available on request.

The main entrance to Number Twelve is via .....steps ...

## **Public Areas - General (Internal)**

Ground floor lighting continuously on but landing lighting on sensors. Corridors and landings carpeted. There are three flights of stairs between floors.

## **Public Areas - WC**

Not available

## **Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe**

Breakfast is served in the Dining Room at The Georgian Lodge which is accessed from hall. The entry is level with manual door. There are 8 dining tables plus high chair available if required. Chairs are without arms and there is bench seating in the reception area. Tables have a central pedestal. Menus may be provided in larger print by prior arrangement. Special dietary requirements can be catered for by request.

## **Laundry**

Laundry facilities are not available on the premises but there is a launderette within a 5 min. walk in Richmond Road.

## **Shop**

There is a Co-op shop/Post Office within 5 min walk from the Lodge which opens from 7 am until 10 pm. Main High St is only a 10 minute walk from the property.

## **Treatment Room/s**

Not available

## **Leisure Facilities**

Pyramids Swimming Pool and gym within 20 minute walk at Heavitree.

## **Outdoor Facilities**

There is Bury Meadow Park and childrens play area 5 minutes walk in New North Road. At Exeter Quay cycles can be hired as well as canoes etc from Saddles & Paddles.

## **Conference & Meeting Rooms, Banqueting, Clubs, Entertainment**

Not available

## **Bedrooms**

The property is centrally heated with thermostat controls on radiators. Beds are made with duvets. Hospitality tray is provided, each room has hairdryer, clock radio and TV with remote control.

## **Bathroom, Shower-Room & WC [Ensuite or Shared]**

All rooms have en-suite shower and toilet. Toiletries provided. Travel toothbrushes can be obtained from reception. Flooring is vinolay.

## **Additional information**

Mobile networks generally good from the property. Wifi internet access throughout. We are totally non-smoking. Should evacuation be necessary fire alarm will ring continuously. Guests who need assistance e.g. sight impairment please advise on arrival and we will ensure that you are evacuated safely. Medicines can be stored in our main fridge but access would not be available to it 24 hrs a day. A folder in each room gives information on local restaurants and take-

aways. Leaflets on surrounding areas are available from reception. Further information regarding Number Twelve routines and emergencies is displayed on the inside of each bedroom door.

### **Contact Information**

- Address: Number Twelve, 12 Queens Terrace , Exeter, EX4 4HR
- Telephone: 01392 213452
- Fax: 01392 218445
- Email: [reservations@number twelve.net](mailto:reservations@number twelve.net)
- Website: [www.exeterhotels.com](http://www.exeterhotels.com)
- Hours of operation: 07.00 - 22.00 hrs
- Emergency number: 01392 213452
- Local carers: NHS Walk-In Centre located Sidwell St, Exeter
- Local Equipment Hire Companies: Shop Mobility located in Paris St Exeter
- Local Public Transport Numbers: Bus Station 01392 427711  
South West Trains 02382 213600
- Local Accessible Taxi Numbers: A.1 taxis 01392 218888 1st Call  
Taxi 01392 661122

### **Future Plans**

**We welcome your feedback to help us continuously improve if you have any comments please phone 01392 213079 or email [reservations@georgianlodge.com](mailto:reservations@georgianlodge.com)**