

Access Statement For Centre Lodge Guest House, Gloucester G11 1QY

Introduction

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

A 5 minute stroll takes you right to the centre of Gloucester City with access to the train station and bus station.

The 4-storey semi-detached townhouse was built around 1901.

Seven steps in from Arthur Street lead to the ground floor containing two en-suite twin rooms and the check-in area. The visitor now has the choice to go up or down.

A further 12 steps lead up to two en-suite twin rooms. (Room 21 and 22).

A further 12 steps lead to an en-suite double (Room 31) and an en-suite single (Room 32).

From the ground floor down leads to the communal room and an ensuite double (Room 02) and a mini-kitchen providing microwave/kettle/toaster and guest fridges.

5 steps out and up lead into the back carpark featuring secure carparking for 4 guest cars.

The following statement is a summary of our provision.

Pre-Arrival

Centre Lodge Guest House is located in a residential area. A 5 minute stroll takes 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.centrelodgegloucester.co.uk - provides pictures of a selection of our guest rooms and further information about the services we provide.

Dogs 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.

On arrival, we ask all guests to call at our front entrance (8steps up, concrete steps 90 cm wide with wooden railing.) The carpeted entrance has 24hr lighting.

There is a free of charge roadside car parking after 6pm to 8 am for a lot of cars in Arthur Street and adjacent roads.

We also have a dedicated car park at the rear of 12 Arthur Street for 4 cars.

It is imperative that you contact us at least 15 minutes before arrival if you want make use of this facility. (01452-526380).

The car park has a concrete surface which is uneven in places.

4 steps lead down with an iron railing from the rear car park into the basement of 12 Arthur Street.

Entrance & Reception

On arrival, we ask all guests to call at our front entrance (8steps up, concrete steps 90 cm wide with wooden railing.) The carpeted entrance has 24hr lighting.

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

There is a second door into the reception area also opening inwards.

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

On arrival, guests are required to complete our registration form and are then shown to their rooms and our facilities are explained. No seating is provided.

Public Areas – Sitting Room, lounges, lobbies

The communal room is situated in the basement next to the mini-kitchen. It provides seating for eight and a colour TV.

All our rooms have a table, folding chair and comfy chair for taking meals and watching TV.

Public Areas - WC

A public toilet is available. Also all bedrooms feature en-suite or private facilities.

(Restaurant/Dining Room , (Bar & Bare Area, Take Away & Café)

The communal room is situated in the basement next to the mini-kitchen. It provides seating for eight and a colour TV.

All rooms have a table, folding chair and comfy 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 in the basement.

The mini-kitchen provides: 3 fridges (1 for exclusive guest use), freezer, microwave, 4 slice toaster 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 consists of:

Apple, Orange Juice, Milk, Fruit Yoghurts, Fresh fruit, Pastries, Toast-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 you can come into here and have your breakfast .

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

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 5 min. walking distance in Eastgate Street opposite the GL1 leisure centre.

For long stayers we provide an in-house washing service. Price on application.

Shop

The nearest ASDA to walk to is 3 minutes away.

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 literally opposite.

Outdoor Facilities

Centre 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 and bedside cabinet, metal waste paper basket. The windows are dressed with a set of net and lined curtains. There is a reading lamp by the bed. There is 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 an easy chair. Each room provides a washbasin, with mirror and shaver-light over and soap dish. All bedrooms provide a covered bin and at least two toilet rolls.

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Quick recap of layout:

8 steps up into property

Ground floor - Rooms 11 and 12

Down 15 steps to basement – rooms 01 and 02 and minikitchen. Access to backyard carpark.

From ground floor up to 16 steps to First floor – Rooms 21 and 22

16 steps up to Second floor – Rooms 31 and 32
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Description of all bedrooms:

-Guest Bedroom #11. Main window at front of property.

Location: Ground floor:

Measurements: appr.420cm x 400cm

Configuration: 1 single bed (and one single bed if needed)

Doorway Width: 75 cm

Bed Height: appr 60 cm

Ensuite Doorway Width: 84cm

WC height is: 39 cm

Height of washbasin : 80cm

Step height into shower cubicle with shower curtain: 26cm

Ensuite bathroom mechanically vented. No Window.

-Guest Bedroom #12. Main window at rear of property.

Location: Ground floor:

Measurements: appr. 420cm x 400cm

Configuration: 1 single bed (and one single bed if needed)

Doorway Width: 75 cm

Bed Height: appr 60 cm

Ensuite Doorway Width: 84cm

WC height is: 39 cm

Height of washbasin : 80cm

Step height into shower cubicle with shower curtain: 26cm
Ensuite bathroom mechanically vented. No Window.

Guest Bedroom #21. Main window at front of property.
Location: 16 steps up from Ground floor:
Measurements: appr. 600cm x 410cm
Configuration: 2 single beds (and one single bed if needed)
Doorway Width: 66 cm
Bed Height: appr 60 cm
Ensuite Doorway Width: 84cm
WC height is: 39 cm
Height of washbasin : 80cm
Step height into shower cubicle with shower curtain: 26cm
Ensuite bathroom mechanically vented. Window. Towel warmer radiator.

-Guest Bedroom #22. Main window at rear of property.
Location: 16 steps up from Ground floor:
Measurements: appr. 420cm x 400cm
Room with facilities.
Configuration: 1 double bed (and one single bed if needed)
Doorway Width: 75 cm
Bed Height: appr 60 cm
Toilet Louvre Doorway Entrance Width 68cm. Small obscured window.
WC height is: appr 40cm
Shower cubicle with shower curtain separated from rest of room with a further curtain.
Height of washbasin : appr 83cm
Step height into shower cubicle: appr. 26cm

-Guest Bedroom #32. Velux window at rear of property.
This room is right under the roof and also well cut has some areas where height restriction apply.
Location: 16 steps up from First floor:
Measurements: appr. 420cm x 400cm
Room with facilities.
Configuration: 1 single bed
Doorway Width: 75 cm
Bed Height: appr 60 cm
Toilet Louvre Doorway Entrance Width 68cm. Small obscured window.
WC height is: appr 40cm
Shower cubicle with shower curtain separated from rest of room with a further curtain.
Height of washbasin : appr 83cm
Step height into shower cubicle: appr. 26cm

-Guest Bedroom #31. Main window at front of property.
This room is right under the roof and also well cut has some areas where height restriction apply.
Location: 16 steps up from First floor:
Measurements: appr. 450cm x 260cm
Room with facilities.
Configuration: 1 double bed
Doorway Width: 75 cm
Bed Height: appr 60 cm

Shower cubicle with shower curtain.Mechanically vented.
Toilet Louvre Doorway Entrance Width 88cm.Mechanically vented. No window.
WC height is: appr 40cm
Shower cubicle with shower curtain.
Step height into shower cubicle: appr. 26cm
Height of washbasin : appr 83cm

Communal Room. Main window at front of property.
Room with private facilities.
Location: Basement. Down 16 steps from Ground floor or 6 steps from back yard.
Measurements: appr. 400cm x 400cm
Configuration: 1 double bed
Height of washbasin : 80cm
Doorway Width: 75 cm
Bed Height: appr 60 cm
Private facilities. Shower/toilet/washbasin.
Doorway Width: 66cm
WC height is: 39 cm
Height of washbasin : 80cm
Step height into shower cubicle with shower curtain: 10cm
Window. Radiator.

-Guest Bedroom #02. Main window at rear of property.
Location: Basement. Down 16 steps from Ground floor or 6 steps from back yard.
Measurements: appr. 500cm x 430cm
Configuration: 1 double bed
Doorway Width: 75 cm
Bed Height: appr 60 cm
13 cm One Step into Ensuite Doorway Width: 84cm
WC height is: 39 cm
Height of washbasin : 80cm
Step height into shower cubicle with shower curtain: 10cm
Ensuite bathroom mechanically vented. Window. Towel warmer/heater.

[Bathroom...see above](#)

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

[Caravans...not applicable](#)

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

[Boats...not applicable](#)

[Attractions...not applicable](#)

Grounds and Gardens

City Centre. No gardens or grounds. Direct acces into Arthur Street,
Outdoor seating is available to our guests in the rear back yard.

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 too 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 Centre Lodge Guest House.

Dogs and Assistance dogs are welcome and the nearby park is popular with local dogs and their owners.

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.

There is a fire extinguisher on all floors and 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.

We are able to use the front and rear doors should evacuation be necessary. The fire alarm rings continuously if evacuation is needed. If you need assistance in this kind of emergency (e.g. hearing impairment) please let us know on arrival and we will ensure that you are evacuated safely.

The guest fridge downstairs is made available for medication.

A selection of local information is available in our displays 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 Centre 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.

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 also be happy to send it to you by post, email or communicate it to verbally.

EMERGENCY CONTACT NUMBERS

Police/Fire/Ambulance 999

Duty Manager does not live on site. To contact

0787 965 7495

01452-5 222 43

Contact Information

Address : Centre Lodge Guest House, 12 Arthur Street, Gloucester GL1 1QY

Telephone : 01452 – 522243

Email : jens_eberhardt_uk@hotmail.com

Website : www.centrelodgegloucester.co.uk

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

Future Plans

As we had a complete overhaul completed in May 2008 and a solid 3 star rating with Quality in Tourism Our aim is to provide a better standard of accommodation at a lower cost than our competitors.

Dec-2010

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- 522243 or email us on:

jens_eberhardt_uk@hotmail.com.

Last updated: 15th February 2010