

Access Statement

Introduction

Sharon and Nigel Reed are here to provide you with luxury accommodation so you can experience the best hospitality, and explore the wonders, of the South West. There is plenty of room for everyone, young and old, and we aim to meet the needs of all our guests to the best of our ability. We have one downstairs room with access to the rear entrance, and six first floor rooms. All our rooms are en suite.

Pre-Arrival

Our website, www.pendragoncountryhouse.com, contains details of directions to the property and we can provide this information in large font on request.

We are located on the A395 in the parish of Davidstow. There are two entrances to the grounds from the main road both marked by B&B signs, the main entrance and sign is lit.

We are three miles away from Camelford and the nearest local shops.

The nearest train station is Bodmin parkway just over 15miles away.

There are local taxi services which we can arrange for you on pre booking.

We are able to provide pick up and drop off services on request at an additional charge, and we offer free collection for walkers on the coastal path trail.

Large print information and menus are available on request.

Please contact us on 01840 261131 or 07719 647648 for any other help or assistance.

Arrival & Car Parking Facilities

On arrival please press the door bell to the right of the front door. We have no set arrival time, and we can usually allow access to the bedroom straight away, or by 16:00 guaranteed. We can store luggage and have 24hr access to public rooms. If arriving outside of business hours please confirm arrival time in advance.

There is ample parking for 14 cars on a matted lawn area to the left of the property up the driveway. Signage and parking bays are clearly shown. There are three priority parking places directly in front of the house for EV cars, and a further 2 places through the left hand side gate (3.5 metres wide) to the rear entrance which is the wheelchair access to our downstairs bedroom.

The parking area in front of the house and to the rear is tarmac and well lit at night, and is accessed from the main road via two entrances both 3.2 metres wide. The main entrance is directly in front of the house up a 25 metre driveway, and the second entrance is to the left of the house as you face it 60 metres from the house.

We will happily assist with luggage from the car to the bedroom.

Main Entrance & Reception

The main entrance is at the front of the house and is accessed up two steps (12cm & 25cm high) into the porch area. There is a further step (14cm high) into the hallway. The front door is 105cm wide, and the internal door is 97cm wide. The alternative entrance is to the left and rear of the house and is 82cm wide and up a small 3cm lip. the rear entrance is intended for wheelchair access and is directly opposite the door to our downstairs bedroom which has wheelchair access wet room/en suite. Both entrance areas have doormats and carpet following on.

We will assist with access in any way that we can.

The downstairs is all on one level with adequate lighting 24hours a day, and the reception area comprises of a sideboard (96cm high) with guest book, pen and paper,

a brass hotel style bell and hand sanitiser station. Check in is conducted in the sitting room with a welcome drink and snack free on arrival. Luggage is taken to the room and keys with front door and bedroom door are provided, with extra sets on request.

We can provide water and eating bowls for service dogs and guests pets in the downstairs room on request.

Public Areas - Hall, Stairs, Landing, Corridors

The main hall is accessed through the front manual doors as are all the other doors in the house. The doorway to the dining room is 91cm wide.

Emergency procedures are explained on a notice on the back of each bedroom door. All guests are asked to meet at a safe distance in front of the property so that we can instantly assess whether everyone is safely out of the building. Other larger font versions of this notice can be provided if requested.

The house is on three levels and the public have access to all the levels. One bedroom is situated on the ground floor and six bedrooms are on the first floor. The basement level consists of the games room with a full size professional pool table and an Xbox, TV and reclining leather chair.

The main stairs to the first floor are 81cm wide at the narrowest point and each step is 18cm high. There are nine steps to a landing then two to another landing and then seven to the first floor landing. The stairs to the basement is accessed by a Cornish slate flag rear hallway via fire door (81cm wide) and down 11 steps (90 degree turn and landing on third step down) ranging from 20-24cm high. The lower doorway has a reduced height access of 158cm and the ceiling height in the basement is 193cm at its lowest point.

The flooring on the ground floor at the front of the house (hall, lounges and WC) and first floor is carpeted including the stairs. The basement and the ground floor dining room is Victorian Cornish slate flag stones.

We provide free access to Wi-fi throughout the house. Guests must use the code which is in the bedroom welcome folder.

We can provide water bowl and food bowls on request for pets. Dogs can be walked around our acre of grounds (enclosed by gated fence to the rear) and details of walks can be provided on request.

Lighting is provided 24hrs and is by energy efficient bulbs throughout. Teletext or subtitles and full freeview service is available on public televisions in all bedrooms only.

Public Areas - Sitting room, lounges, lobbies etc

There is a licensed bar in the left hand lounge ("The Green Room") which has restricted access for unaccompanied under 18yr olds. The right hand lounge has a working fire place and no age restrictions. There is a downstairs WC for all guests but special facilities for guests with restricted mobility, the doorways are approximately 81cm wide.

Public WCs

There are two public toilets situated on the ground floor off the main hall before the main stairs

The facilities are unisex. One is carpeted and consists of a toilet, toilet roll and hygiene bags, hand basin, hand soap and towel rail with hand towel, the approximate size of the facility is 152cm by 190cm. This toilet is appropriate for disabled access.

The other has a tiled floor with the same facilities, and measures 142cm x 124cm. The door opens inwards in both cases.

Restaurant / Dining Room, Bar & Bar area

There are two dining room options; The Orangery & The Dining Room. The dining room has main tables and up to 12 chairs a sideboard along part of one wall. Guests share the main table for intimate dinner and eat together unless we receive a specific request in advance. The Orangery is the main dining room for both breakfast and evening meals. It can also accommodate parties up to 50 seated guests and 100 standing guests. There are a range of table and chair configurations and a side table for breakfast buffet and a sideboard for mats, lamps and a stereo. There is front stepped access and a rear disabled access with no steps or obstacles and a push bar fire exit. All the seating & tables are moveable, and extra chairs and tables may be put together if larger parties are staying.

Details about the breakfast are given to all guests on arrival.

Any allergies or special dietary requirements are ascertained on arrival or during booking of accommodation.

The whole building is non-smoking.

The dining room is situated on the ground floor with no steps other than a door step only 3cm high and the doorway is 85cm wide and is accessed by the rear hallway via a doorway at the base of the main flight of stairs. The dining room has a solid Cornish slate floor.

The main courses of breakfast and dinner are waitress served; cereals are self service but could be served on request.

A wine list and menu is available and large print copies are available on request.

We can arrange for outside dining in good weather by prior arrangement.

No smoking or pets are permitted.

Bedroom 1

The fire alarm has been fully updated to comply with all relevant fire regulations.

The bedroom has a smoke detector and integrated sounder. Guests with visual or auditory impairment must inform the duty manager upon arrival so that they can be individually alerted if an emergency occurs.

It is not considered that this room is appropriate for wheelchair users; however, we will assist anyone who would like to stay in this bedroom.

There is an en-suite with shower cubicle, sink, toilet, shelf and towel rail, toilet holder, bin and hygiene bags in a dispenser. The floor has under floor heating under porcelain tiles with a thermostatic controller on the outside wall.

The room is equipped with a Flat screen TV with either smart connection or DVD player with freeview and an USB connected alarm clock/radio with a remote control for the TV. There is a cordless kettle and drinks making facilities.

There is an armchair and separate chair in this room.

This is a first floor room accessed by the main stairs, the door width is 81cm and the en suite door width is 67cm.

The room is fully carpeted with a main light (3 bulb) and two side lamps operated by an in-wire switch. The room colour is mainly deep red with white door frames and skirting boards. There is a king size bed in a solid wood frame. The bed is made up with 100% high quality white cotton linen and micro fibre pillows and duvets. Goose down pillows and duvets and blankets are available on request. No smoking or pets are permitted.

Bedroom 2

The fire alarm has been fully updated to comply with all relevant fire regulations. The bedroom has a smoke detector and integrated sounder. Guests with visual or auditory impairment must inform the duty manager upon arrival so that they can be individually alerted if an emergency occurs.

It is not considered that this room is appropriate for wheelchair users; however, we will assist anyone who would like to stay in this bedroom.

There is an ensuite with shower cubicle, sink, toilet, shelf and towel rail, toilet holder, bin and hygiene bags in a dispenser. The floor has under floor heating under porcelain tiles with a thermostatic controller on the outside wall.

The room is equipped with a Flat screen TV with either smart connection or DVD player with freeview and an USB connected alarm clock/radio with a remote control for the TV. There is a cordless kettle and drinks making facilities.

This is a first floor room accessed by the main stairs, the door width is 76cm and the en suite door width is 67cm.

The room is fully carpeted with a main light (4 bulb) and two side lamps operated by an in-wire switch. The room colour is mainly sand yellow with white door frames and skirting boards. There are twin single beds which link together to form a super king bed on request. The bed is made up with 100% high quality white cotton linen and micro fibre pillows and duvets. Goose down pillows and duvets and blankets are available on request.

No smoking or pets are permitted.

Bedroom 3

The fire alarm has been fully updated to comply with all relevant fire regulations. The bedroom has a smoke detector and integrated sounder. Guests with visual or auditory impairment must inform the duty manager upon arrival so that they can be individually alerted if an emergency occurs.

It is not considered that this room is appropriate for wheelchair users; however, we will assist anyone who would like to stay in this bedroom.

There is an ensuite with shower cubicle, sink, toilet, shelf and towel rail, toilet holder, bin and hygiene bags in a dispenser. The floor has under floor heating under porcelain tiles with a thermostatic controller on the outside wall.

The room is equipped with a Flat screen TV with either smart connection or DVD player with freeview and an USB connected alarm clock/radio with a remote control for the TV. There is a cordless kettle and drinks making facilities.

There is an armchair and separate chair in this room.

This is a first floor room accessed by the main stairs, the door width is 76cm and the en suite door width is 66cm.

The room is fully carpeted with a main light (5 bulb) and three side lamps operated by an in-wire switch. The room colour is mainly dark and light green with white door frames and skirting boards. There is a king size bed in a solid wood frame. The bed is made up with 100% high quality white cotton linen and micro fibre pillows and duvets. Goose down pillows and duvets and blankets are available on request. No smoking or pets are permitted.

Bedroom 4

The fire alarm has been fully updated to comply with all relevant fire regulations. The bedroom has a smoke detector and integrated sounder. Guests with visual or auditory impairment must inform the duty manager upon arrival so that they can be individually alerted if an emergency occurs.

It is not considered that this room is appropriate for wheelchair users; however, we will assist anyone who would like to stay in this bedroom.

There is an ensuite with shower cubicle, sink, toilet, shelf and towel rail, toilet holder, bin and hygiene bags in a dispenser. The floor has under floor heating under porcelain tiles with a thermostatic controller on the outside wall.

The room is equipped with a Flat screen TV with either smart connection or DVD player with freeview and an USB connected alarm clock/radio with a remote control for the TV. There is a cordless kettle and drinks making facilities.

This is a first floor room accessed by the main stairs, the door width is 79cm and the en suite door width is 65cm.

The room is fully carpeted with a main light (4 bulb) and two side lamps operated by an in-wire switch. The room colour is mainly deep and light pink with white door frames and skirting boards. There is a double size bed in a solid wood frame. The bed is made up with 100% high quality white cotton linen and micro fibre pillows and duvets. Goose down pillows and duvets and blankets are available on request. No smoking or pets are permitted.

Bedroom 5

The fire alarm has been fully updated to comply with all relevant fire regulations. The bedroom has a smoke detector and integrated sounder. Guests with visual or auditory impairment must inform the duty manager upon arrival so that they can be individually alerted if an emergency occurs.

It is not considered that this room is appropriate for wheelchair users; however, we will assist anyone who would like to stay in this bedroom.

The room is equipped with a Flat screen TV with either smart connection or DVD player with freeview and an USB connected alarm clock/radio with a remote control for the TV. There is a cordless kettle and drinks making facilities.

This is a first floor room accessed by the main stairs, the door width is 77cm and the en suite door width is 67cm.

The room is fully carpeted with a main light (4 bulb) and two side lamps operated by an in-wire switch. The room colour is mainly light chocolate brown with white door frames and skirting boards. There is a single size bed in a solid wood frame. The bed is made up with 100% high quality white cotton linen and micro fibre pillows and duvets. Goose down pillows and duvets and blankets are available on request. No smoking or pets are permitted.

Bedroom 6

The fire alarm has been fully updated to comply with all relevant fire regulations. The bedroom has a smoke detector and integrated sounder. Guests with visual or auditory impairment must inform the duty manager upon arrival so that they can be individually alerted if an emergency occurs.

It is not considered that this room is appropriate for wheelchair users; however, we will assist anyone who would like to stay in this bedroom.

There is an ensuite with a bath, separate shower cubicle, sink, toilet, shelf and towel rail, toilet holder, bin and hygiene bags in a dispenser. The floor has under floor heating under porcelain tiles with a thermostatic controller on the outside wall.

The room is equipped with a Flat screen TV with either smart connection or DVD player with freeview and an USB connected alarm clock/radio with a remote control for the TV. There is a cordless kettle and drinks making facilities.

There is an armchair and separate chair in this room.

This is a first floor room accessed by the main stairs, the door width is 79cm and the en suite door width is 64cm.

The room is fully carpeted with a main light (3 bulb) and three side lamps operated by an in-wire switch. The room colour is mainly deep cream and gold with white door frames and skirting boards. There is a king size bed in a solid wood frame. The bed is made up with 100% high quality white cotton linen and micro fibre pillows and duvets. Goose down pillows and duvets and blankets are available on request. No smoking or pets are permitted.

Bedroom 7

This is a ground floor room accessed by the rear hallway or rear entrance via the courtyard to the left of the house, the door width is 82cm and the en suite door width is 81cm.

This room is considered appropriate for wheelchair users and guests with limited mobility. The en suite has a wet room style shower which has a shower seat if

required. There are no support handles in the shower or by the sink or toilet, and no emergency call system.

The fire alarm has been fully updated to comply with all relevant fire regulations. The bedroom has a smoke detector and integrated sounder. Guests with visual or auditory impairment must inform the duty manager upon arrival so that they can be individually alerted if an emergency occurs.

The room is equipped with a Flat screen TV with either smart connection or DVD player with freeview and an USB connected alarm clock/radio with a remote control for the TV. There is a cordless kettle and drinks making facilities.

The room is fully carpeted with special stain resistant carpet and therefore the room is appropriate for pets and or working dogs. The main light (4 bulb) and two side lamps operated by an in-wire switch are accessible at wheelchair height and there are three wheelchair height 3 pin power sockets. The room colour is mainly light greens with white door frames and skirting boards. There are twin single beds which link together to form a super king bed on request (super king bed does mean that wheelchair access is not possible. The bed is made up with 100% high quality white cotton linen and micro fibre pillows and duvets. Goose down pillows and duvets and blankets are available on request.

No smoking is permitted.

Laundry

We offer a laundry service and drying facilities to our guests. An additional charge is applicable for this service and there are no self service facilities in house but details of local laundrettes can be supplied.

Shop

We have a small shop offering items for sale that can be seen and used within the house. The majority of items are homemade and the remainder are locally produced. Prices are marked on the items and the shop is located on the ground floor at the side of the main staircase to the first floor. Guests must seek assistance for the purchase of items.

Gardens, Grounds, & Outdoor Facilities

There are an acre and a half of grounds to stroll around and the house is encircled by a slate path. At the rear of the house the path turns into steps 6 in total ranging from 16-18cm high. There is one step at the start of the path to the right of the house from the tarmac drive which is 10cm high.

Outside tables and chairs are available for the rear courtyard and front drive, yard areas, and deck chairs are available for the lawn areas. The front lawn and rear lawn areas are licensed for drinks.

Additional Information

Children of all ages and pets are very welcome at Pendragon Country House.

Mobile phone reception is good.

We do not permit smoking in the house but you may smoke in our garden and we have a smoking shelter provided outside the back door under the metal staircase.

There is a fire extinguisher in the entrance hall by the front door, and on the upstairs landing on the far wall.

Emergency call points are located by the front and back door and at the top of both staircases.

We are able to use the front and rear doors should evacuation be necessary. The fire alarm rings continuously from within each room 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.

A wide selection of tourist and local information is available in green folders in our sitting room (the 'Red Room').

There is a welcome folder in each guest bedroom which gives various gems of information about the room, the house, the surroundings and us!

Fire evacuation procedures are stated in three languages and displayed on the inside of each bedroom door.

We are happy to cater for special diets or any particular likes or dislikes. Please advise us of these before your arrival.

We are happy to refrigerate any medication. We can also keep any perishables (such as clotted cream!) in our fridge for a limited period.

There is a telephone available on the hallway sideboard. If you need to use it please make a contribution to the cost of the call.

Address:

Pendragon Country House
Davidstow
Camelford
Cornwall
PL32 9XR

Telephone:

01840 261131
07719 647648

Email: enquiries@pendragoncountryhouse.com This e-mail address is being protected from spam bots, you need JavaScript enabled to view it

Website: www.pendragoncountryhouse.com

Grid reference: N 50.652610, W 4.628210.

Hours of operation: 24hrs

Emergency number: 07719 647648

Future Plans

We have worked very hard improving the house and the provision that we offer, although we will continue to strive towards perfection, that is a concept difficult to reach. Rest assured we will do everything in our power to improve the experience that guests enjoy.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01840261131 or email enquiries@pendragoncountryhouse.com. This e-mail address is being protected from spam bots, you need JavaScript enabled to view it