



CRAVEN HOUSE
LUXURY SERVICED APARTMENTS

CRAVEN HOUSE ACCESS STATEMENT

Please find outlined below information we hope will ensure you enjoy your visit to Craven House regardless of whether your life is affected in some way by a medical condition, disability, impairment, or specific learning difficulty.

Prior to your arrival

- Enquiries and reservations may be made by phone or email
- Should you require a taxi to the Craven House from either Hampton Court Station or Claygate Station (5 minute drive), London Heathrow or London Gatwick Airport (40 minute drive), we use a reliable company on a regular basis and we would be delighted to book them on your behalf. They do have vehicles suitable for wheelchairs if required
- Directions to Craven House can be found on our website www.cravenhouse.net

On arrival at Craven House

- We have a plenty of parking at the front of all Craven House properties along with ample additional car parking
- Entrance to Craven House is by way of a few steps
- We are more than happy to help you with your luggage and will collect it from your car and deliver it to your apartment if preferred

Public areas

- All our corridors at Craven House are well lit and carpeted
- A wide staircase and landing leads to the 2 suite apartments and similarly externally to the Studio apartment
- The fire alarm system is bells and does not have flashing lights. Assistance is given if evacuation is necessary

Accommodation

- All our apartments are one level, with just one step in the Court Suite accessing the bedroom and 2 steps to the Studio bathroom. All rooms are large and spacious – see below for individual apartment detail.
- We do not have adapted bathrooms and grab rails are not in the bedrooms as standard
- All corridors and public areas are well lit
- All doors and corridors are wide enough for wheelchairs/zimmer frames/pushchairs
- Service dogs (only) are welcome, with the exception of the Studio and Lower Garden suite where pets are accepted by prior arrangement.
- Fridges are in all apartments



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- We are able to use the front doors and the guest door in the event of evacuation. The bells will ring continuously if evacuation is needed. If you require assistance for evacuating, please notify us.
- All apartment are well ventilated and with plenty of natural light.

Individual Apartment access as follows:

Main Reception and front door – large wide steps from private driveway. 6 steps of 150mm height. Doorway width 120cm.

Guest Entrance – steps with one hand rail. 5 steps of 150 mm and doorway width 120cm.

Park Suite – from guest entrance the Park suite is located on the second floor of the building. 2 flights of carpeted internal stairs. 37 stairs of 150mm height. Doorway entrance 120cm. Once inside everything is on one level. Doorway entrance is 90cm.

Court Suite – From guest entrance the Court Suite is located on the first floor of the building. 1 flight of carpeted internal stairs. 20 stairs of 150mm height. Doorway entrance 90cm. Once inside there is 1 step of 200mm height to enter the master bedroom, otherwise everything is on one level.

Studio – From guests entrance, there is an external staircase of 10 steps of 150mm height to front door of 90cm width.. Once inside there is one step of 90mm to enter shower room and two steps of 90 to enter toilet room. Otherwise everything else is on one level. Main doorway is 120 cm

Upper Garden suite – From garden gate of 90cm wide. Though courtyard garden 4 external steps of 150mm height with handrail on both sides. Once inside everything is on one level. Main doorway is 90cm

Lower Garden – from garden gate, as above, 10 external steps of 150mm height down to entrance. There is one step of 1cm height to entrance of master bedroom and shower room, otherwise all on one level. Main doorway is 90cm.



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COVID – Hand Sanitizer gel is provided in the one common area.

- Please ensure the covid track and trace questions have been completed.
- Do not enter the premises if you have any symptoms.
- If you develop symptoms please inform us immediately.
- Social distancing must be adhered to at all times if you are feeling ill or test positive.

We have tried to be as accurate as possible and have included as much detail as we can in our Access Statement, however we welcome your feedback to continuously improve on the information we provide.

If you require further assistance, please call Lucy on 07747073269

September 2022