Amanda and Ross McDonald
Dolly Waggon Guest House
17 Helvellyn Street, Keswick
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Access Statement

Introduction

Dolly Waggon is a three storey Victorian town house situated 15 minutes flat walk walk from Keswick town centre.
The guest house in non-smoking throughout the premises.

Pre-Arrival

The nearest railway station is Penrith, 20 miles away. There is a regular bus service to and from the railway station.
A local taxi firm can be pre-booked in advance. Please telephone for details.

Check In/Out & Car Parking Facilities

Parking is on street.
Rooms are usually available from 3pm although check in can be earlier by arrangement.
Check out is usually by 10.30am, although check out can be later by arrangement.
Assistance is offered to take luggage to rooms.

Main Entrance, Reception

Access to the front door is through a gate followed by a short pathway then up 2 steps from street level. There is no alternative entrance into the guest house.
On arrival guests are required to complete a registration form and are shown to their room. Facilities are explained and any special diets discussed.
A room key and front door key are provided.
There is a selection of maps, guide books and tourist information in the hall and dining room.

Guest Areas - Hall, Stairs, Landing, Corridors etc

All rooms in the guest house have carpets, except shower rooms which have cushioned flooring.
The dining room is on the first floor, reached up 19 steps including a turn on the stairs and a short walk along the first floor landing.

Bedrooms & En-suites

We have a ground floor en-suite bedroom suitable for double, twin or family (2+1) occupancy.
There is an en-suite bedroom on the first floor suitable for double, twin or family (2+1) occupancy.
A further 3 en-suite bedrooms are available on the top floor, 2 x double rooms and another family room suitable for double, twin, triple or family (2+2) occupancy.
All en-suites have a wash basin, WC and shower. The wash basin in one of the doubles is in the bedroom area.
Beds are made with poly cotton sheets and non-allergenic duvets and pillows.
Blankets are also provided.
There is a welcome tray with tea and coffee, hot chocolate and biscuits.
Hair dryers are provided in all bedrooms.
An iron and ironing board is available for use located in the drying room on the first floor.
Televisions only receive terrestrial channels.
Central heating is thermostatically controlled.

Dining Room

Breakfast is served between 8.15am-9.00am.
Earlier breakfasts are available by arrangement.
If a special diet is required please advise at time of booking.

Laundry

There is a launderette directly across the road from the guest house.

Shop

There is a Spar shop 3-5 minutes walk.

Additional Information

Fire extinguishers are situated on each floor.
The primary fire escape route is down the staircase and assemble in the street across the road from the front of the house next to the launderette.
Please advise us if you have a hearing impairment that would prevent you from hearing the fire alarm.
Smoking is not allowed in the guest house.
Medications can be kept in the refrigerator.
Packed lunches are available for a small charge.

We are happy to talk through any requirements prior to your booking.

We welcome your feedback to help us continuously improve if you have any comments please phone or email.