

PASCHOE HOUSE ACCESS STATEMENT

Paschoe House is a luxury, family run 9 en-suite double bedded country house hotel, restaurant and events venue in the Heart of Devon. We are located 15 minutes to the north of Dartmoor and 25 minutes from the city of Exeter amongst 25 acres of land in a sheltered valley and right on the edge of the famous Two Moors Way footpath. We look forward to welcoming you to Paschoe House very soon.

The following statement is a summary of our provision: -

PRE-ARRIVAL

We are located 15 minutes to the north of Dartmoor and 25 minutes from the city of Exeter. The nearest train station and bus stop can be found in Copplestone approximately 2 miles away. For guests arriving by public transport we can arrange a collection in our private shuttle with advance notice.

Please also ensure you have found our exact location on Google Maps before following a built-in satellite navigation. We have found that TomToms and Google Maps are the most accurate in bringing you directly to Paschoe House. We have also erected discreet signage at the danger points where other satellite navigation systems tend to take guests to the rear of the estate.

Paschoe House requests anyone wishing to make an enquiry or booking informs us of any special needs they may have in order for us to meet their personal requirements. You can contact us by telephone or email Wednesday to Sunday from 9am to 9pm. Please see our contact information at the footer of the page.

ON ARRIVAL AT PASCHOE HOUSE

Our car park is located at the front of Paschoe House. The car park is level, laid to gravel and lit at hours of darkness. The main entrance to Paschoe House is located at the front of the building, vehicles may stop here to drop off luggage and passengers. Paschoe House offers a portage service for help with luggage. The main entrance is well lit, there are two small steps up into the front entrance, however for guests in wheelchairs a mobile ramp can be provided upon request.

CHECKING IN

Once inside the hotel there is access to reception on the ground floor with no steps or ramps. The front entrance and ground floor corridor have tiled floors and are well lit. The reception desk may be too high for those in a wheelchair, if this is the case an alternative table/clipboard can be provided and the receptionist will ensure the wheelchair user is well accommodated. Guests are shown to their room where our facilities are explained. A portage service is available for luggage.

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THE GROUND FLOOR

Most of the ground floor is on one level, including the library bar, reception, morning room, dining room and glasshouse.

There are guest toilets on the ground floor, however these are accessible by a flight of 6 steps, there are handrails both sides of the stairs. For disabled guests, we can arrange access to a toilet on the first floor, which although it has not been fully adapted for wheelchair users is large enough to accommodate a wheelchair. The first floor is accessible via the lift.

THE LIBRARY BAR, MORNING ROOM AND DINING ROOM

All rooms are carpeted and well lit, lighting is low level in the evening although this can be increased if required. The bar may be too high for those in a wheelchair, if this is the case a waiter service will be offered. At Paschoe House all dietary requirements can be catered for by prior arrangement, please inform us at the time of booking. The restaurant is table service only and a table near the door in the dining room can be arranged for easy access, if required and all chairs are non-fixed with exception of the booth in the dining room. Upon request, we can provide a large print menu.

FIRST FLOOR BEDROOMS

The first floor is accessible via the lift or the main or wing staircase, which have banisters on the left-hand side. The stairs and first floor corridors are carpeted and well lit. We have 5 bedrooms on the first floor, all of which are level access. Three of the bedrooms on this floor have separate walk in showers. Paschoe House is a 'smart home' and all bedrooms have smart lighting, controlled via the light switches either side of the bed. As part of our 'smart home' four of the bedrooms on the first floor also have electric curtains, which are controlled via the light switches either side of the bed.

The lift does not have audio but it does have raised buttons and is suitable for wheelchair users, it is 700mm and suitable for 4 persons.

The second floor is only accessible by the wing staircase; however, a banister runs all the way up the stairs on the left-hand side, therefore please make clear at the time of reservation if you require disabled access.

All of our bedrooms are set up with goose down pillows and duvets but non-feather/microfibre alternatives are available on request.

OUTDOOR FACILITIES

Paschoe House has 25 acres of beautifully landscaped grounds, the South Terrace, Games Lawn, Victorian Walled Garden and Tennis Court are all available for you to explore and enjoy. From the dining room or morning room there are two small steps to

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access the exterior of the property however level access can be gained via the Glasshouse or via ramps. Please ask staff for assistance.

OTHER INFORMATION

Paschoe House owns a wheelchair for use on site.

Paschoe House is a non-smoking site; however, there is an area on the south terrace where smokers are permitted.

Paschoe House is dog friendly, dogs are welcome throughout the hotel except for the dining room, please advise us upon booking if you are bringing your dog as we have a selection of dog friendly rooms.

Our reception desk is manned Wednesday to Sunday, 12 hours a day, if you require any assistance during your stay please contact us.

Room service is available from Wednesday to Sunday, 9am to 9pm to any guests wishing to have meals in their rooms.

Paschoe House currently has no signs or literature available in Braille.

Paschoe House has a set evacuation procedure.

The fire alarm is audio and visual and systems have been put in place to ensure the safe exit of all guests in the case of an emergency, if you are less able bodied and there is an emergency, a member of staff will come to your room and assist you with evacuation out of the building. However, if you have any concerns on this issue our General Manager will be pleased to talk to you about these procedures.

All staff have regular training which includes disability awareness training.

Updated on: 04/07/20 by Tabitha Fern (General Manager)