

Access Statement for Riverside Inn Guest House

Introduction

In the heart of the fenland, just fifteen miles north of Cambridge lies bustling and vibrant city of Ely. The city is on the River Great Ouse and on the most beautiful stretch of river bank you will find us - Riverside Inn Guest House.

This elegant house was built in 1888 and offering a combination of classic and modern styles, warm and relaxing feeling, friendly environment and stunning views across riverside. Just minutes' walk from Ely railway station, High street and Cathedral the location of Riverside Inn is more than perfect. All our bedrooms are double en-suite with river views.

At any time of the year and whatever you choose to do in Ely, whether it is to enjoy the shops and markets, or to take advantage of the spectacular views and relaxing surroundings, this is the City which is a delight to visit and you always welcome to Riverside Inn, small, friendly, family run guest house.

Pre-Arrival

- The main train station is 5 min. walk from Riverside Inn. Taxis are usually available at the station.
- There is a bus stop 200 meters from Riverside Inn.
- The city and the Cathedral is 10 min. walking distance from Riverside Inn.
- There are several local taxi companies; we can make bookings in advance for you.
- You can contact us by telephone or email. Please see the contact information section of this document for full details.
- The Boat House restaurant is just next door to us and a Cutter Inn pub is 1 min. walk from us , we are happy to make bookings for you.
- There are several excellent pubs within minutes' drive or walk in Ely High Street.
- Ely offers a wide choice of restaurants to cater for all tastes, please do not hesitate to ask our help if you wish to book in advance. We have tried most of them over the years!
- Our website www.riversideinn-ely.co.uk provides pictures of our accommodation and further information about the services we provide.

Arrival & Car Parking Facilities

- Please advise us of your anticipated arrival time so that we can be sure we are here to welcome you.
- Please contact us from airports if your flight is very delayed, particularly at night.
- Your accommodation is available to you from 1pm to 6pm on the day of arrival, unless otherwise arranged. . If you plan on arriving after 6pm, please let us know so we may make special arrangements with you.
- Departure: Please be ready to leave your accommodation by 10am on the day of departure, unless otherwise arranged. Your bill for the accommodation and any extras or services taken during your stay is payable on departure.
- Parking is in our private walled car park at the back of the house. We have 3 parking spaces.
- Car park and front of the house are illuminated at night.
- We offer assistance with luggage.

Main Entrance, Reception & Ticketing Area

- There are two steps of 20 cm drop down to the front door.
- The front door is always locked. Please ring the doorbell on your arrival.
- Guests will be escorted to rooms and facilities explained.

Public Areas - Hall, Stairs, Landing, Corridors etc

- On entry to our home there is a hallway leading to the breakfast room and bedroom 1 all on the ground floor.
- Hallway is well lit at all times. Lights are fitted with low energy bulbs.
- The flooring in a hallway and dining room is in tiles and laminate.
- There are 13 stairs to a first floor where there is a public lounge and bedrooms 2 and 3. Fitted carpet.
- The house is centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements. We have thermometers in each room.

Public Areas - Sitting room, lounges, lobbies etc

- The breakfast room is on the ground floor.
- Double Door to breakfast room is 125 cm wide.
- The guest lounge is on the 1st floor.
- Guests are welcome to use the lounge at any time, access via stairs.
- A selection of local information, maps and magazines are available in the hallway and in the lounge.
- Breakfast is served between 7.30 am and 9.30 am Monday to Friday and 8.00 am and 9.30 am Saturday and Sunday.

Bedrooms & Sleeping Areas

- There are 3 bedrooms, one on the ground floor, two on the first floor.
- All rooms have en suite facilities.
- Free Wireless internet access is available in all rooms.
- We also provide a hairdryer, tissues, fresh fruits, bottled water, selection of toiletries and selection of brochures in each room.
- Our beds are normally made with synthetic duvets and all pillows are synthetic.
- There is a folder in each bedroom which contains further information about the area and details of emergency contacts.
- Details are also provided for night emergency contact and fire drill and escape routes.

Bedroom 1

- Bedroom 1 is on the ground floor, on right side of the hallway.
- River view.
- LCD Freeview TV, ceiling fan, tea/coffee making facilities.
- This room has king size bed with access from both sides.
- Mini Safe.
- Fitted carpet.
- The en suite has toilet, basin and bath with a shower over it.
- Floors are tiled.
- Underfloor heating.

Bedroom 2

- Bedroom 2 is on the first floor on the left.
- River view.
- LCD Freeview TV, ceiling fan, tea/coffee making facilities.
- This room has king size bed with access from both sides.
- Mini Safe.
- Fitted carpet.
- The en suite has toilet, basin and bath with a shower over it.
- Floors are tiled.
- Underfloor heating.

Bedroom 3

- Bedroom 3 is on the first floor on the right.
- River view.
- LCD Freeview TV, ceiling fan, tea/coffee making facilities.
- This room has king size bed with access from both sides.
- Mini Safe.
- Fitted carpet.
- The en suite has toilet, basin, basin and bath with a shower over it.
- Floors are tiled.
- Heated towel rail.

Additional Information

- Mobile phone reception is generally good.
- Riverside Inn is a strictly non-smoking establishment.
- We are happy to cater for special diets, please advise us of these before arrival.
- We accept the following forms of payment: cash, debit cards, credit cards (not American Express or non UK Maestro)
- Full Fire Certificate held and regular maintenance checks carried out on fire alarm system, emergency lighting and fire extinguishers on each level of the building.
- In the event of a fire, the fire alarm will ring continuously, please advise if you have a hearing impairment and might not hear this.
- We are happy to refrigerate any medication. We can also keep any perishables or ice packs in our fridge/freezer for a limited period.

Address: Riverside Inn
8 Annesdale
Ely
Cambridgeshire
CB7 4BN

Telephone: +44 1353 661677

Email: info@riversideinn-ely.co.uk

Website: www.riversideinn-ely.co.uk

Hours of operation: Open all year round.

Hours flexible to business, the Riverside Inn is our home so occupied 24 hours, but it helps us if you could telephone us if you are likely to arrive much earlier or later than your estimated arrival time.

Emergency number: **+44 7944439396**

Data Protection

- If you contact us by telephone, email or letter and provide us with any personal data, this information will only be used in the course of providing a service to you. We will not send unsolicited communications to you unless you specifically give your consent. Also, we will not pass any of your personal details on to third parties unless it is necessary to facilitate your enquiry.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01353661677 or email info@riversideinn-ely.co.uk