

Access Statement

Introduction

The Hotspur guesthouse is a traditional family run guest house in Plymouth situated near the city centre. This Plymouth guest house is walking distance from the railway station making us the ideal place to stay for day trips to the historic Hoe and the Barbican. We are a quality bed and breakfast in Plymouth and pride ourselves with the highest level of cleanliness and hospitality offered at affordable prices. We promise your stay at our guest house in Plymouth will be one to remember as we know we are one of the best bed and breakfasts in Plymouth.

Pre-arrival

- We are the closest Guest House to the Plymouth Railway Station.
- We are the closest Guest House to the Plymouth University.
- We are only a five minute walk into the city centre.
- We are only a 10 minute walk from the Bus Station.
- We are only a 1 minute walk to the local cab office.
- We are only 15 to 20 minutes by car or cab from Plymouth Airport.

Arrival & Car Parking Facilities

- There is parking across the road at the front of the guest house using pay and display parking spaces provided by the local council.
- All day visitor's permits can be purchased from our selves at £2 per day. Parking is free from 5pm - 10am the following morning.

Main Entrance

- From the front gate, there is a small step up on to the pavement. The pavement is 20 feet to the front door.
- Access is gained by ringing the front door bell.
- We offer assistance with luggage to the rooms.

Public Areas - Hall, Stairs, Landing, Corridors etc

- There are 3 floors to the building, ground, first and second floor, all stairs and landings are carpeted.
- The front door leads to the ground floor hallway.
- The Guest Dining room is the first room on the right hand side down the corridor just past the dining room leads to the bottom of the main stair case. 15 steps up the stair case will lead you to room 1 which can be accessed from a small landing which bends to the right, up a further 4 steps to the main first floor landing which is 10 foot long, at the end of the landing the landing bends around to the right to the foot of the second floor staircase, up 13 steps will lead you to a small landing. which you can either go ahead up 2 more steps along an 8 foot long corridor, passing the shared facilities on the right 1 toilet room and 1 toilet and shower room to the end of the corridor to room 2, or you can follow the stairs to the right up 6 steps to the main 2nd floor landing where you can access rooms 3, 4 and 5.

Public Areas

- There is a public phone on the ground floor for guests to use. There is a computer in the dining room for guests to use, we ask for a small charge for using the computer.

Bedrooms & Sleeping Areas

- Unfortunately our bedrooms are not suitable for wheelchair users.
- In the event of an emergency a member of staff will alert all those in need of assistance, please let us know when checking in if this is applicable.
- All rooms have wall mounted plasma television including DVD and free view channels, positioned for perfect viewing.
- All floors covering in the bedrooms are carpet.
- Tea and coffee making facilities are provided in each room.
- All beds are made up with duvets and luxury pillows.

- All bedrooms have central heating which can be controlled by the valve on the radiator.
- There are 5 bedrooms in total, 3 rooms have en-suites and 2 rooms have their own wash basins and use shared facilities on the second floor.
- All bedrooms have bedside cabinet's wardrobes and dressing tables along with a chair hair dryer, alarm clock radio.
- Bedroom 1 is situated on the first floor a double room with en-suite shower room which includes shower and wash basin. The private toilet is directly next door to the room on the first floor.
- Bedroom 2 is situated on the 2nd floor a single en-suite.
- Bedroom 3 is situated on the 2nd floor a double en-suite.
- Bedroom 4 is situated on the 2nd floor a twin standard includes wash basin and shares the facilities in the corridor of room 2.
- Bedroom 5 is situated on the second floor a single standard includes wash basin and also shares the facilities in the corridor of room 2.
- There are details on emergency procedure and other useful information on the back of the bedroom doors.
- All bedrooms are well lit with main light switch by the main doors and bedside lights on the bedside tables.

Additional Information

- We have a fully maintained fire alarm system which rings very loudly in case of fire, if you have a hearing disability please inform a member of staff so special attention can be offered to you if required. Instructions in case of a fire can be found on the back of the bedroom doors please contact us if anything is not clear and you need further help.
- Mobile phone reception is generally good within the building.
- Internet connection is available in all rooms via WiFi using your own laptop.

Address: Hotspur Guest House
108 North Road East
Plymouth
PL4 6AW

Telephone: 0172 663928

Email: info@hotspurguesthouse.co.uk

Website: www.hotspurguesthouse.co.uk

Grid reference: Location is at 247880, 55215

Hours of operation: Check in time: 2pm - 9.30pm.
Check out time: 10.00am

Building has been upgraded

- The Hotspur was purchased by Peter and Sheila on 14th December 2001. The Guesthouse was in an extremely dirty condition and a lot of time and money has been used to sympathetically bring it up to the standard that we and our guests expect. The following improvements have been made during our ownership:
 1. All our shared toilet and bathroom facilities have been replaced and redecorated.
 2. The Dinning room has been completely refurbished.
 3. Entrance and hall leading to the top of the stairs has been completely refurbished.
 4. All linen duvets and pillows have been replaced and are constantly renewed where necessary.
 5. All rooms have now been refurbished to a high standard which includes adding en-suites to some rooms.

6. Many smaller items have been replaced, including kitchen and cleaning appliances, cutlery and furniture for your comfort and we are constantly monitoring and replaced when necessary.
7. Our utilities area is refurbished with new top quality machines for us to do our own linen cleaning on the premises to the high standard you would want to expect.
8. Our kitchen has been refurbished in November 2006 to a high standard, including new quality appliances: Fridge: cooker: Commercial Grill: Freezers and Dishwasher. This Kitchen is maintained to the highest standards of cleanliness at all times adhering to all food and hygiene requirements. All staff whom work in the kitchen have passed a food and hygiene qualification.
9. The Guesthouse has been completely rewired throughout. All safety aspects have been taken into consideration including adding 24 hour emergency lighting.
10. Due to a high standard of safety if a bulb or fuse blows in a room this will sometimes cut the electric supply off in that area of the house, this is a high safety precaution and we ask guest to inform us if they feel that this has happened.
11. South West Tourism have graded us a 4 Star Guesthouse bed and breakfast.