

## Nanny End, Askrigg Access Statement

This access statement does not contain personal opinions as to the suitability of the holiday cottage for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests.

The information contained within this statement was correct at the time of publication. Whilst we update this statement on a regular basis, we are not responsible for any changes to services provided by third party suppliers / cottage owners and which are detailed here in good faith.

### **Introduction**

We are a small family run self-catering holiday cottage agency, with an emphasis on quality, comfort and service, and our holiday cottages are real homes from home. We care about the small details that make your holiday special and will assist you with your enquiries and needs where possible.

Much of the information in these access statements is common to many of the holiday cottages this is detailed below with more specific access information then provided for each holiday cottage after the general information.

All of our holiday cottages are in the Yorkshire Dales National Park. They are in Askrigg and West Burton in Wensleydale, and West Stonesdale which is a tributary valley of Upper Swaledale.

The majority of the cottages are old and are either listed buildings or in a Conservation Area or both, so this means that there are statutory obligations and limitations in terms of design and conversion. The original design and layouts of the cottages are still evident and form part of their history and charm, but for most of the properties this means that they may present more of a challenge to those who have specific or restricted access needs.

All of the cottages are independently owned and we are agents for all of the cottages. Some are also managed by us and others by the owners. We live in Askrigg where the majority of the cottages are based so are easily accessible in the event of any problems in Askrigg.

For the cottages in West Burton and West Stonesdale you are provided with full contact details of the owners or caretakers at the time of paying your final deposit and all of the properties also have these contact details available in the Useful Information kept in the cottage. For those cottages managed by the owners, we are also contactable in the case of emergencies as we live about 20 minutes away from West Burton and about 40 minutes away from West Stonesdale.

Broadband internet access is available in all of the cottages and this is detailed on our website for each cottage or you can ring us to check availability. However please note that we cannot guarantee the availability of this service as it is provided by third parties.

All of our cottages have at least free to air digital channels but because we are not served by the main transmitters the full range of channels isn't available to get around this most of the cottages have Sky Freeview with many having additional packages - again details are provided on our website for each cottage.

All of our cottages are non-smoking inside, although you are free to smoke outside but please tidy away any cigarette butts etc.

Each cottage has an information guide with details on the area, including local shops, supermarkets, garages, emergency contact numbers and places to eat.

Some of our cottages accept well behaved pets and this is stated on our website where this is the case. Others do not accept pets. If you have any allergies, then please feel free to check with us beforehand. Where pets are accepted it is on the proviso that they are not allowed on beds or furniture and are not left unattended in the cottages unless they are in a cage. Many local pubs and teashops are pet friendly.

Our comprehensive web site gives full information about the cottages including photographs, the local area, real time availability, prices, booking and what there is to see and do in the area.

We do publish a brochure and are able to provide this in large print upon request but we provide the most information on each property and the area via our website.

We accept payment by most major credit and debit cards, cheque and cash.

### **Pre-Arrival and Marketing**

We have a website which is [www.askrigg.co.uk](http://www.askrigg.co.uk) and the cottages are also listed on <http://www.independentcottages.co.uk>

Enquiries can also be made by telephone, letter, text and email.

Our contact details are on our website [www.askrigg.com](http://www.askrigg.com) and are detailed below;

Our address-Thwaite House, Moor Road, Askrigg, Leyburn, N Yorkshire DL8 3HH

Cottage addresses-various-details on our website and the full address and postcode is provided with directions to the cottage on receipt of the final balance.

Telephone 01969 650022. We usually divert the landline to our mobile if we are not going to be able to answer the landline or there is an answerphone service on both the mobile number and/or the landline number. Mobile reception in the area can be patchy so it may be that at times we are out of reception but we do ring back as soon as we can if you leave a message for us.

Email [stay@askrigg.com](mailto:stay@askrigg.com)

Website [www.askrigg.com](http://www.askrigg.com)

Hours of Operation-we operate and are usually available within normal office hours but can be contacted outside of these times exceptionally, but we do ask that you do not call us after 9pm at night or before 9am in a morning unless it is an emergency. We close on Christmas Day except for emergencies.

We are happy for our contact details to be provided to friends and relatives for use in case of emergency. Some cottages have telephones that accept incoming calls where this is the case the number is provided with the directions to the cottage.

We provide you with full directions including postcode and access details for each cottage when you pay the final balance for your booking. Alternatively you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info). You simply enter your postcode and the cottage postcode to get directions.

### **Booking**

Most bookings are made directly through our website which has real time availability and also secure credit and debit card acceptance via Worldpay.

You can however book by phone, email or post and payment for the deposit or the full balance if the start of your holiday is in 6 weeks or less, must be made within 7 days of booking or your reservation will be cancelled automatically and the holiday period made available again.

Askrigg Cottage Holidays provides you with a written confirmation by email upon booking detailing the following -

- Arrival and departure dates and times
- Cost of the holiday
- Outstanding balance
- Due date of the balance which is usually 6 days before arrival

Upon payment of the final balance we will email you with full directions including postcode and access details for each cottage.

If requested the above can be provided by letter.

Full terms and conditions are available on our website and can be provided to you in large print format upon request.

### **Mobile Phone Signals**

Because we are in a National Park which is a rural, hilly area there are not many mobile phone masts which means that mobile phone coverage and the signal can be patchy or non existent. The EE and Vodafone networks tend to have the best coverage in the area, and some networks have no coverage so do not work at all. Please check with your mobile phone provider if this is important to you. However, some of the cottages do provide telephones, although they may be on an incoming calls only basis for landlines or a pay as you go basis for mobiles and these are detailed in the individual cottage descriptions or we can advise you where this is the case.

- Askrigg - EE and Vodafone usually work here. In some cases, due to the thickness of the walls, it is not possible to get mobile phone reception in the cottages and it may be necessary to go outside, although mobile phone reception is usually much better on the first floor either in or near a window.
- West Burton - EE and Vodafone usually work here. In some cases, due to the thickness of the walls, it is not possible to get mobile phone reception in the cottages and it may be

necessary to go outside, although mobile phone reception is usually much better on the first floor either in or near a window.

- West Stonesdale - There is no mobile phone signal at all but there is a phone provided which allows with incoming calls, and also local and emergency outgoing calls. There is a public phone box in the village but it does not accept coins.

## **Buses**

The nearest bus services are -

- Askrigg-in the centre of the village-between about 40 yards away and 200 yards away depending on the cottage
- West Burton in the centre of the village about 100 yards from Cauldron Falls.
- West Stonesdale – Thwaite about 3 miles away from Brystone.

## **Taxis**

Taxi services in The Dales tend to be private hire vehicles which it is essential that you prebook. We do not have taxis which you can just flag down and hire on the spot in the rural areas, although there are some of these services in the larger towns such as Northallerton, Richmond and Darlington.

The nearest private hire/taxi services are -

- Askrigg - Peacocks in Bainbridge about 1.5 miles away but pre booking is essential tel 01969 650465/650212 or Street Cars from Hawes tel 07779 428 075 or 07724 339 420
- West Burton - JP Private Hire based in Leyburn tel 07800 513 382
- West Stonesdale – Either BD Taxis of Kirkby Stephen (11 miles) tel 01768 371682 or see the Askrigg entry above.

## **Trains**

The nearest train stations are -

- Askrigg
  - Nearest station is Garsdale Station on the Settle-Carlisle route about 15 miles away however services are infrequent
  - Nearest mainline station is either Oxenholme near Kendal about 32 miles away or Darlington about 37 miles away or Northallerton about 31 miles away
- West Burton
  - Nearest station is Garsdale Station on the Settle-Carlisle route about 20 miles away however services are infrequent
  - Nearest mainline station is either Darlington about 33 miles away or Northallerton about 27 miles away
- West Stonesdale
  - Nearest station is Kirky Stephen Station on the Settle-Carlisle route about 11 miles away however services are infrequent
  - Nearest mainline station is Oxenholme near Kendal about 34 miles

Please note that if you intend to hire a taxi from the railway station, then we strongly recommend that you prebook as detailed above as there is limited or no taxi hire depending on the station. We

also suggest that you obtain a quote for the cost as this can be variable depending upon the firm used and whether they are used to providing a longer distance service.

### **Towns and Shopping**

The nearest towns are -

- Askrigg - Hawes about 5 miles away, however Askrigg does have its own village shops, tearooms, pubs and restaurant
- West Burton - West Burton does have its pub, village shop, tea room, butchers and craft shop. For a larger selection of shops Leyburn is a small market town about 7.5 miles away
- West Stonesdale - there is a pub/hotel in the village of Keld and a seasonal tea shop less than 1 mile away. There is a village shop, pub and craft shops in Muker just under 4 miles away and the nearest town is Kirkby Stephen about 10 miles away or Hawes about 11 miles away

Both Tesco, Sainsbury's and Asda will deliver to all of the cottages if you wish to use their online shopping services, however we do have good, local shops so you can buy your provisions locally at the shops and regular markets held throughout the area.

The nearest Shopmobility Schemes are either in Kendal or Northallerton

### **Arrival and Car Parking Facilities**

All of the cottages are in rural locations, especially those in Swaledale, so travel is easier by car than public transport. The majority of our guests do arrive by car.

Upon booking we provide you with directions, a map and access details for each cottage, along with contact details for both ourselves and/or the cottage owners/caretakers.

Some cottages have dedicated parking, some on street parking and again this is specified on our website for each cottage and the access statement. Whilst we cannot guarantee parking for those cottages with on street parking, it is not usually a problem and you will usually be parked no more than 30-40 yards away from your cottage. The majority of the cottages were built before cars were even thought of so are not always directly next to a road.

All of the cottages are equipped with detailed information books about the property, the appliances and what to do in the area. They also include contact phone numbers. All of the cottages have tourist information available and there is a network of Tourist Information and National Park Centres-again details of these are given on our website [www.askrigg.com](http://www.askrigg.com).

### **Nanny End, Askrigg (sleeps 4 in 2 bedrooms)**

#### **Brief description and accommodation**

Nanny End is a two storey cottage in Askrigg which has on-street. This cottage has a ground floor living room, dining kitchen, and pantry. The first floor has a king sized bedroom with en-suite shower room, a twin bedroom, family bathroom with bath and shower over. All windows are uPvc double glazed sash windows.

## **Arrival and Car Parking**

Nanny End is at the end of a terrace of cottages the remainder of the terrace is the farmhouse for Town Head Farm. There is a wide stone flagged path to the farmhouse which passes directly in front of Nanny End the front door for Nanny End is accessed from this path. The stone flags can be slippery when wet.

## **Entrance**

The entrance is through the front door directly from the stone footpath the door opens into the cottage with a small step to get over the threshold onto a level floor once inside the cottage. The front door is half glazed.

## **Heating**

All rooms have independently controlled programmable electric radiators with thermostats, and also conventional radiators that run off the multi-fuel stove in the lounge.

## **Lounge**

The lounge floor is carpeted with a large rug in front of the fire and is level. There is a coffee table, standard lamp TV unit and a small book case with a lamp. There are various additional cushions to allow you to adjust comfort and support. There is also a nest of 3 tables with a lamp, all of which can be moved if necessary.

There is a central pendant light in the centre of the room which is operated by a traditional wall switch plus independently switched table lamp for additional lighting. The TV is on top of a low TV unit containing the DVD player and BT Vision satellite box, operated by remote control. This unit should not be moved.

The central feature of the lounge is the multi-fuel stove and fireplace which has a cast iron metal door which needs to be kept closed for safety. The hearth is stone. The lounge has two windows and a full glazed internal door.

## **Dining kitchen**

The kitchen is accessed from the entrance and the floor is tiled and level. There is a table which comfortably seats 4 on dining chairs to one side of the room. At the other side of the room is the L-shaped kitchen area. For full details of the appliances please see our website for the cottage description and photographs, but they are all standard under the counter items except the free standing fridge freezer. The electric cooker and oven and electric has an extractor fan above the hob with light.

Storage for crockery, cutlery, glassware, utensils and cleaning materials is mixed some in low level kitchen cupboards and some in wall cupboards. There is a storage pantry with shelves.

Lighting in the kitchen is by adjustable spotlights. There are two windows and a rear door whilst they are opening windows this may be difficult for some as they are behind the worktop and also deep windows.

## **Stairs**

The stairs are carpeted and accessed from the entrance, almost at the top there is a landing and a further two steps to the left to the master bedroom and a further two steps to the right to the twin bedroom and house bathroom. There is a wooden handrail on one side of the stairs. There is an overhead electric light at the top and bottom of the stairs.

## **Upstairs floor coverings and heating**

The landing and bedrooms all have fitted carpets. The bathroom floor is vinyl. All rooms have radiators.

## **Twin bedroom**

This is at the front of the cottage with a window with a painted wooden door opening into the room. There are 2 standard size wooden single beds with low foot ends and 3ft wide mattresses, bedside cabinets with a lamp next to each of the beds. The beds are against the wall in the corners of the room so can only be accessed from one side or the end of the bed. In the corner of the room there is a TV attached to the wall. There is also a wooden wardrobe. There is an overhead electric light with the switch on the wall by the door. There is one window overlooking the owner's garden.

## **Master King Size bedroom**

This is also at the front of the cottage, the room contains a wooden king sized bed with low foot end. There is access into the bed from both sides. There are bedside drawers with independently operated bedside lights on both sides of the bed. There is also a wardrobe and a chest of drawers with TV on top, clothes airer and a free standing long mirror. There is one window overlooking the owner's garden. The en-suite bathroom contains a shower, toilet and a wash hand basin and is accessed from one end of the master bedroom.

## **House bathroom**

The house bathroom contains wash basin, WC, bath with shower over. There is a mirror over the sink with electric shaver light and an overhead electric light operated by a pull cord by the door. There is a window and also a free standing towel rail.