

Sunnybanks, 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 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 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

Website 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. 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 weeks 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.

Sunnybanks, Askrigg (sleeps 5 in 3 bedrooms)

Brief description and accommodation

Sunnybanks is a two storey detached cottage in Askrigg which has a parking space immediately behind the cottage. This cottage has a small entrance area, ground floor living room, dining room and kitchen. The first floor has a super king sized bedroom, shower room, single bedroom, and an en-suite king size bedroom with bath and shower over. There is a stone paved patio to the front of the cottage.

Arrival and Car Parking

Sunnybanks is a detached cottage with the front door giving direct access onto the stone flagged area outside the cottage. Parking is to the rear of the cottage. The access is relatively level from the parking area to the garden gate and then down 2 steps and then down a further step to the back door into the kitchen and then down a further small step to the paved patio and the front door. The surface is mainly stone flags which can be slippery when wet.

Entrance

The entrance is at the front of the cottage directly from the stone flagged area in front of the cottage. The front uPvc door opens inwards onto a small area covered with a fitted door mat at the foot of the stairs. To the left is the lounge and to the right is the dining room. From the dining room and up 2 steps is the kitchen, and up 2 further steps to the back door. There is a ceiling light in the entrance and an outside light controlled by conventional wall switches.

Both external doors have on the inside a 'thumb turn' lock which does not need a key to unlock it from the inside. Whilst you can lock the door as normal these are designed so that in the event of an emergency you can leave the property easily without needing to locate a key to unlock the door-you simply turn the thumb turn to unlock the door.

Heating

All rooms have independently controlled radiators with thermostats.

Lounge

The lounge floor is carpeted and is level. There are two sofas and various additional cushions to allow you to adjust comfort and support. There is a ceiling light which is operated by a traditional wall switch plus independently switched standard lamp for additional lighting.

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 flagged. The lounge has a uPvc sash window at the front of the cottage.

There is a central coffee box, bookshelves and TV unit with TV, BT YouView box, DVD player and broadband router. It shouldn't be necessary to move any of the furniture it is all good quality and therefore very heavy.

Dining Room

The dining room floor is Karndean vinyl and is level. There is a table with 4 dining chairs and a bench, small bookcase with a radio/CD player on top and also two armchairs. There are various additional cushions to allow you to adjust comfort and support. There are two ceiling lights which are operated by traditional wall switches plus independently switched table lamps for additional lighting.

The central feature of the dining room 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 flagged. The dining room has two uPvc sash windows at the front of the cottage.

There is also an under stairs cupboard for storage of coats, Hoover, ironing board etc.

Kitchen

The kitchen is accessed from the dining room up 2 steps and the floor is Karndean vinyl and level. The kitchen is U Shaped with standard under the counter appliances. For full details of the appliances please see our website for the cottage description and photographs. There is a 4 ring electric ceramic hob, built in under the counter electric ovens with drop down doors and electric extractor fan above the hob with light.

Storage for crockery, cutlery, glassware, utensils and cleaning materials is mixed. Some is in low level kitchen cupboards whilst others are in shelves or units above the worktop. Lighting in the kitchen is by adjustable spotlights and under unit lights with wall switches near the back door and near to the entrance to the dining room, there are 2 uPvc casement windows to the side and one uPvc sash window to the front of the cottage.

Stairs

The stairs are accessed from the lounge or dining room through oak plank doors. The stairs have full height walls on both sides of the staircase. There is a wooden handrail on the right hand side when ascending the stairs. Towards the top of the stairs is a half landing with two steps to each side. There is an overhead electric light at the top of the stairs controlled by a conventional wall switch at both top and bottom of the stairs. To the left is the master super king sized bedroom and to the right a passageway to give access to the shower room and the other two bedrooms. The passage way has a uPvc non-opening window to the rear.

Upstairs floor coverings and heating

The stairs, landing and bedrooms all have fitted carpets. The bathroom and en-suite floors are Karndean vinyl.

Master Super King Size bedroom

This is at the front of the cottage with an oak plank door that opens into the room and contains a wooden super king sized bed. 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 a chest of drawers, small chair, wall mounted mirror and a wardrobe in a recess at the corner of the room. There is one uPvc sash window to the front of the cottage. There is a ceiling light which is operated by traditional wall switch located near to the door.

Shower room

This is the first room along the passageway off to the right and has an oak plank door that opens into the room. There is a shower cubicle, wash hand basin, toilet, illuminated mirror with shaver socket, heated towel rail and extractor fan. There is a uPvc sash window to the front of the cottage, recessed spot lights controlled by a wall switch just outside the room.

Single bedroom

This is also at the front of the cottage with a uPvc sash window and with an oak plank door opening into the room. There is a standard size wooden single bed with a 3ft wide mattress, bedside drawers with lamp next to the bed. The bed is against the wall so can only be accessed from one side. There is a wardrobe and an overhead electric light with the switch on the wall by the door.

King Size en-suite bedroom

This is at the front of the cottage accessed from the end of the passageway though an oak plank door that opens into the room and contains a wooden king sized bed. 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 a hanging area near to the door and one uPvc sash window to the front of the cottage. There are 2 overhead electric lights with the switches on the wall by the door.

The en-suite bathroom has an oak plank door that opens into the room, and has a wash hand basin, WC and bath with shower over, illuminated mirror with shaver socket and a heated towel rail. There are adjustable spot lights operated by a wall switch located outside the door.

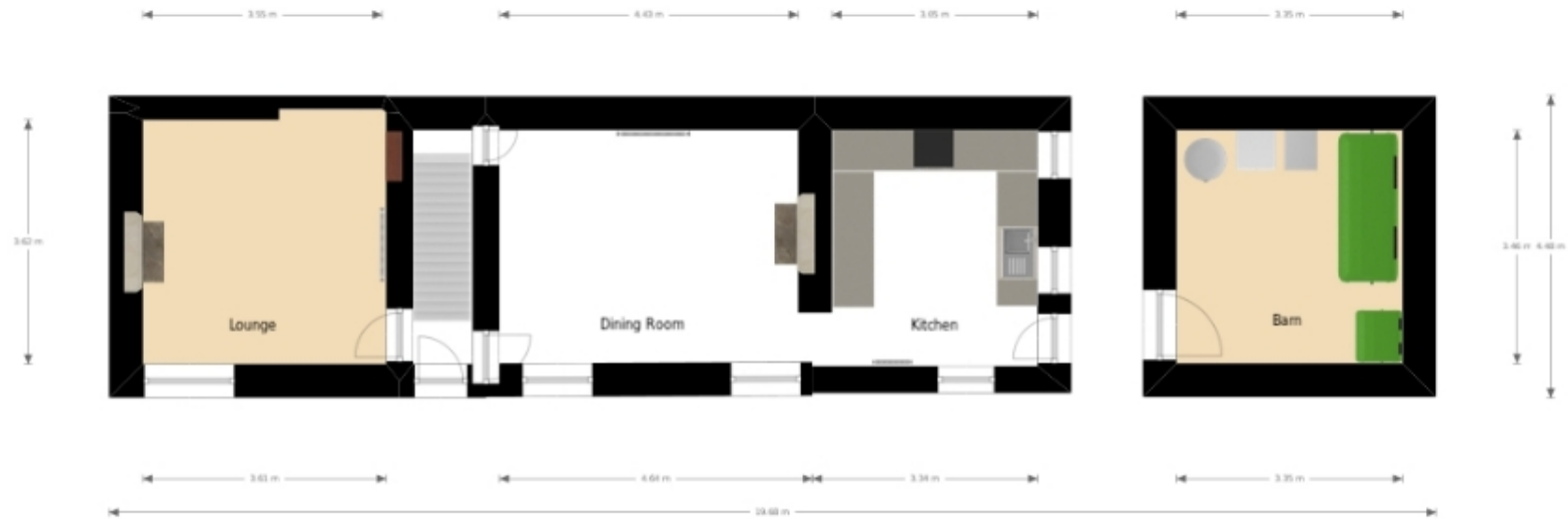
Barn

There is a separate stone barn with wooden plank door that opens inwards, overhead light controlled by a wall switch near to the door. The floor is level and concrete. The barn contains, oil and hot water tanks, coal bunker, tumble drier and freezer. The barn can also be used to store bikes, boots, outdoor clothing etc.

Floor Plans

The following floor plans are intended to give you an idea of the layout of the rooms within the cottage and whilst every effort has been made to get the room sizes correct do not rely on these floor plans to determine any dimensions. A lot of cottages have shelves and niches built into the walls there are not shown.

Ground Floor



First Floor

