

# Urley Nook, 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).

### **Urlay Nook, Askrigg (sleeps 4 in 2 bedrooms)**

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

Urlay Nook is a two storey cottage in Askrigg which has a parking area immediately adjacent to the cottage. This cottage has a ground floor living room, dining room, dining kitchen, and utility room. The first floor has a super king sized en-suite bedroom, a twin bedroom, and a family bathroom with bath and shower. The doors and windows are all Upvc double glazed with the exception of a

very small single glazed window in the utility room. There are a few changes of levels on both floors which may make accessibility difficult for those with mobility issues.

There is a garden with summerhouse, stone flagged patio with round table and 4 chairs and a bistro set, lawn and borders. The garden is all on one level.

### **Arrival and Car Parking**

Uraly Nook is semi-detached cottage attached to a barn conversion. Access to the front door is down 2 steps from the parking area and then a further step down and over the threshold into the entrance lobby. There is a car park across the road if you have more than one vehicle.

### **Entrance**

The entrance is at the front of the cottage from road level it is down 2 steps from the parking area and then a further step down and over the threshold into the entrance lobby. The front door opens into the lobby and the door to the kitchen opens into the lobby. The lobby is large enough to allow both doors to open without clashing there are coat hooks in the lobby, the floor is tiled and level. Both doors are fully glazed with frosted glass. There is a ceiling mounted light fitting with wall switch just inside the front door.

### **Heating**

All rooms have radiators with thermostats, with the exception of the en-suite and bathroom which have a heated towel rails.

### **Dining kitchen and Utility room**

The kitchen is accessed from the entrance lobby and the floor is stone flagged and level with a small step up into the kitchen. 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 U-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. There is a 4 ring electric ceramic hob, with double electric oven with drop down doors.

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 is by dimmable recessed spot lights controlled by wall mounted switch. There is a window that opens from the bottom behind the sink. This may be difficult for some to open as they are behind the worktop and also deep windows.

There is a door into the garden the door opens into the kitchen with one step down and over the threshold onto the stone flagged patio.

The utility room is off the kitchen with the door opening into the utility room and has both under counter cupboards and drawers and wall cupboards. There is a tall storage cupboard at the end of the room to store ironing board, vacuum cleaner mop & bucket etc. The lighting is by surface mounted ceiling fittings controlled by wall mounted switch, the floor is level and tiled with a small step down from the kitchen. There is a casement window with one side opening.

## **Dining Room**

From the kitchen through a narrow door that opens into the dining room, the floor is level and stone flagged. There is a central dining table with 4 chairs, there is also has a side board with cupboards and drawers above the cupboards, it contains tourist information, books and maps etc.

There are dimmable wall lights and central ceiling light which are operated by traditional wall switches plus an independently switched table lamp on the sideboard for additional lighting. The dining room has three windows two to the front and one to the rear all have top opening panes.

From the dining room there is a small step up on to a carpeted level area at the bottom of the stairs which are to the left, straight on to the lounge and to the right is a door to the garden, down a couple of steps onto a stone flagged patio area which is level. There is an outside light above this door with wall switch next to the door.

## **Lounge**

The lounge floor is carpeted and is level. There is a 3 seater sofa and a 2 seater sofa. There are various additional cushions to allow you to adjust comfort and support. There is also a central coffee table with drawers and also two lamp tables with lamps, all of which can be moved if necessary but the coffee table is quite heavy and should only be moved with care so as not to damage it.

There are dimmable wall lights which are operated by traditional wall switches plus independently switched table lamps for additional lighting.

The TV is on top of a TV unit containing the DVD player and Skybox, operated by remote control. This unit should not be moved. There is also a portable radio/iPod dock.

The central feature of the lounge is the multi-fuel stove and fireplace which has cast iron metal door which need to be kept closed for safety. The hearth is stone flagged. The lounge has three windows two to the front and one to the rear all have top opening panes.

## **Stairs**

The stairs carpeted with full height wall on one side and a wooden handrail on the other side. There is a T shaped passage way and all rooms upstairs are accessed from this. There are 3 windows on the stairs and passage way the one to the front doesn't open but the 2 to the rear have top opening panes. Lighting is by ceiling fittings and a chandelier all controllable by wall mounted switches strategically placed.

## **Upstairs floor coverings**

The stairs, landing and bedrooms all have fitted carpets. The bathroom floor is tiled.

## **Twin bedroom**

This is at one end of the cottage with three top opening windows the door opens into the room. There are two standard size metal single beds with 3ft wide mattresses, small chest of drawers between the beds with a lamp for each bed. The beds are accessible from both sides with 2

lightweight chairs in the corners of the rooms. At the other end of the room there is a large wardrobe, chest of drawers with lamp and a wooden unit with remote controlled TV and Sky box on top. Lighting is by wall lights with the switch on the wall by the door.

### **House bathroom**

The door opens into the house bathroom containing a wash basin, WC, corner shower and a bath. There is an illuminated mirror with electric shaver light and an overhead electric light operated by a wall switch just outside the door. There is a small opaque casement window and a heated towel rail.

### **Master Super King Size en-suite bedroom**

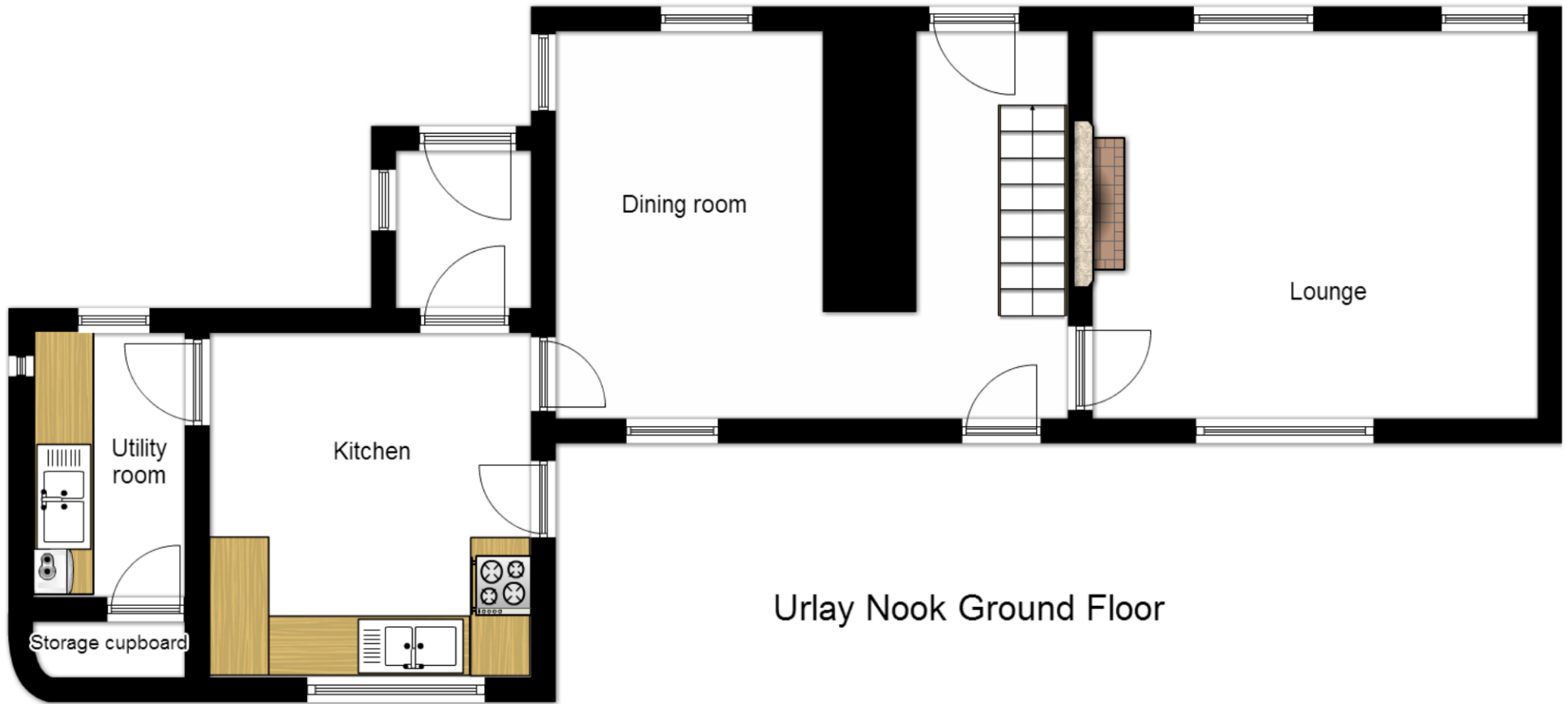
This is at the other end of the cottage there is a single step down into the room, with a small contrasting rug to highlight the difference in level at this point. The room contains a metal super king sized bed with low footend and there is access into the bed from both sides. There is a small chest of drawers and a small glass fronted cabinet that act as bedside cabinets with independently operated bedside lights on both sides of the bed. There is a piano stool at the side of the bed to provide seating, a wardrobe and dressing table. There are two windows with top opening panes. The lights are wall lights and a wall light mounted on the exposed beam above the bed operated by dimmer switch near to the door.

The en-suite shower room has a door that opens into the bedroom and contains a wash basin, WC and a corner shower. There is an illuminated mirror with electric shaver light and an two wall lights operated by a wall switch just outside the door. There is an opaque window with top opening pane.

### **Floor Plans**

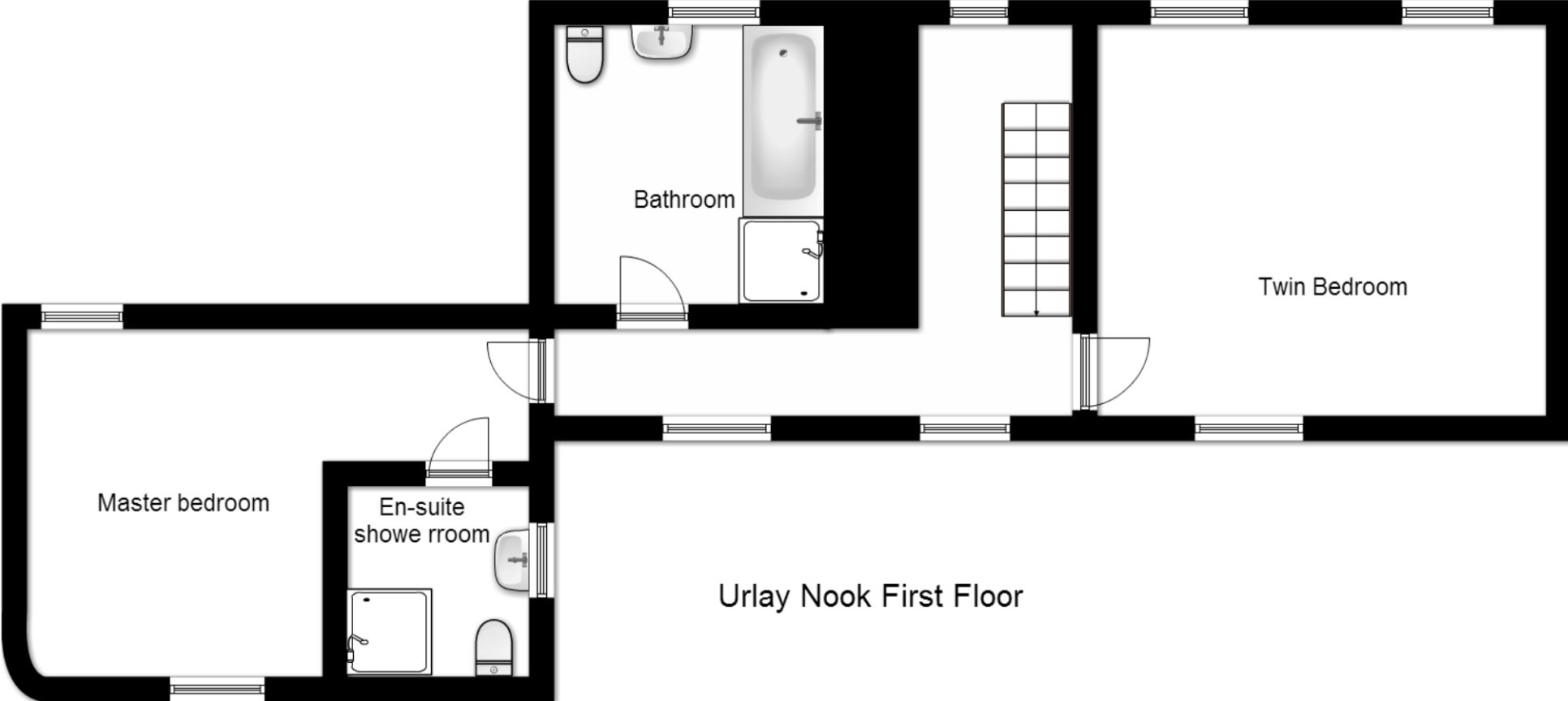
The following floor plans are intended to give you an idea of the layout of the rooms within the cottage and whilst every effort has been made to get the room sizes correct do not rely on these floor plans to determine any dimensions. A lot of cottages have shelves and niches built into the walls there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





Uray Nook Ground Floor





Urlay Nook First Floor

