



Access Statement

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

The Redesdale Arms is located in Rochester, Nr Otterburn, Northumberland. We are located 15 miles from Kielder, 12 miles from the Scottish border, 20 miles from Hadrian's Wall.

Facilities

We have ten en-suite bedrooms; a combination of twin, double and family rooms. Seven of our rooms have showers over the bath.

We have one spacious disabled facilities room with a walk in cubicle with seat, hand held shower and low level sink.

Pre-Arrival

We are located three miles north of Otterburn on the A68.

For full details and maps of how to reach us please see the Contact us section of our website. You can of course telephone us or alternatively, you can plan your journey by car or public transport using www.bing.com/ Simply enter our postcode which is NE19 1TA to get directions.

The nearest bus stop is just outside the property (just one bus every day operated by www.munrosofjedburgh.co.uk/). Just ask for the REDESDALE ARMS stop.

Newcastle airport is 40 minutes by car.
We welcome assistance dogs.

Car Parking and Arrival

On site parking is available.

The entrance to the property is well lit at night.
There is wheelchair access via the lounge door.
The accommodation entrance has two steps.

Welcome Area

Seating is available in the lounge area, which is accessible by either door.
All public areas are well lit.
Assistance can be given with luggage.

Our guest rooms are on the first floor. We do have a chair lift capable of carrying up to 140g (22 stone).

Bedrooms

There is seating, bedside tables, bedside lamps, a wardrobe, plus a chest of drawers/dressing table provided in each room.

Flat screen Free view digital TV/DVD with subtitles available.

Bedroom three has a double and two single beds, the double is accessible from both sides. The singles are against a wall.

All other bedrooms have a combination of double or twin beds, all are accessible from both sides.

Ensuite bathrooms

The floor is level between the bedroom and bathroom the doorway is 34 ins wide.

Room 3 has a large bathroom with walk in shower.

The toilet is (15.5ins) in height.

There is an open shower area with a seat (19 ins high) incorporating a hand held shower fixture.

There is a low level sink (27 ins)

Public Areas - Halls, Stairs, Landings, Corridors

All public areas, hall, stairs, and landings are well lit using a combination of ceiling and table-lamps. The hallway and stairs are carpeted.

There are no steps to the guest breakfast room or the down stairs toilet which lead off from the hallway.

The pub is fully centrally heated throughout but temperatures can be adjusted in each room to suit individual requirements.

There are automatic audible smoke alarms in the main and upper halls and in all bedrooms.

Public Toilet

There is a disabled facilities downstairs toilet, which is available to guests during the day/evening, it is accessed via the bar.

There are toilets in the hallway between the lounge and restaurant. This area is not really suitable for wheelchair access, the toilet enclosures are relatively small.

Dining Room

The breakfast/dining room is situated off the hallway on the ground floor .

The restaurant is well lit during the breakfast period, but slightly dimmer in he evening although we are more than happy to adjust the lighting according to our guests needs.

Able guests can help themselves to cereal, fruits, yoghurts, juices however assistance can be provided on request.

Outside area

There is bench seating to the front of the building, which guests may use as a designated smoking area, as smoking is not permitted in the property.

Additional Information

There are 'In Case of Fire' instructions posted on the back of the guest room doors.

There is an information folder for each of the bedrooms with information on NHS facilities, local Doctors, pharmacies, garage and shops

We have storage/drying facilities for golfers, cyclists, and walker's equipment.

Free Broadband and Wi-Fi facilities are also available.

We are happy to cater for special diets or particular likes or dislikes. Please advise us before your arrival.

We can refrigerate prescription medication and additionally store any perishable food in our fridge for a limited period.

Mobile phone reception is generally good.

Contact Information

Address Redesdale Arms, Rochester, Otterburn, Northumberland, NE19 1TA

Telephone: 01830 520668

Email: info@redesdale-arms.co.uk

Website: www.redesdale-arms.co.uk

Hours of Operation: Flexible within reason

Local Accessible Taxi: number available upon request

Local Public Transport: Munro's Buses Jedburgh 01835 862 253

<http://jplanner.travelinenortheast.info>