

Access Statement

Introduction

Cringletie House Hotel, although more than 150 years old, has been extensively refurbished and has been made completely accessible, as demonstrated by being awarded not only Scottish National Accessible Scheme highest level grade 1, but also the industry-wide Catey's Award for best accessible hotel in the United Kingdom.

The House is situated off the A703, the main road between Peebles and Edinburgh in the Scottish Borders. It is signposted from the main road and a lit, slightly steep drive leads visitors to the House. The House enjoys a rural position, yet is only 30 minutes by car from Edinburgh and Edinburgh Airport. A half-hourly bus service into Peebles and Edinburgh is available from the bottom of the drive. CHH is able to provide a service to get to the bus stop and to collect guests from the bus stop.

CHH has 13 bedrooms in total, of which two are on the ground floor. There is also a passenger lift to rooms on the 1st and 2nd floor. We have an evacuation chair available if the need arises.

One of the ground floor rooms is a designated accessible room with fully accessible bathroom. This room also caters for guests with impaired hearing.

All bedrooms and all public rooms offer view over the gardens, grounds and surrounding hills.

Before arrival

Our nearest railway station is Edinburgh Waverley and CHH can organise taxi transport with a wheelchair accessible taxi.

CHH will make sure the taxi company has details of your requirements.

Car park/arrival

CHH is not located on a street but up a hill in a rural position. Taxis can drop off guests at the accessible car parking space with access to the ramp leading to the front door, which has an automatic sliding door that opens on movement picked up by a sensor.

Inside the property, there is a Stannah platform lift to negotiate two steps from the outer hall to the inner hall. Wheelchair using guests can operate this lift themselves, but staff is always on hand to give assistance. Guests can wheel onto the platform after which the bars will secure the safety of the guest when the lift starts to move.

Guests are welcomed on their arrival in the car park and assistance with luggage is part of our process.

Welcome hall and reception

The main hall and reception are level throughout. Normally guests register at the reception desk but check-in formalities may also be performed in the bedroom.

The hall offers two carver chairs and is properly lit; in winter the log fire will be burning. The reception room also two offers two chairs and an induction loop is available.

We normally make guests familiar with their new surroundings by conducting our "scenic tour", but it is possible to take guests straight to the bedroom if so desired.

Bedrooms

Our designated room for disabled guests is called Traquair and is on the ground floor. The wide door opens electronically and shuts automatically, giving the wheelchair users time to roll themselves into the room.

The room is large and has a wooden floor to make wheelchair manoeuvring a little easier. For electric wheelchairs there is a low level charging socket available.

There are twin beds in the room and both beds are electrically adjustable (head and feet); blocks are available to raise the beds.

The wardrobe offers a low level hanging rail and a cheval mirror makes it possible for wheelchair users to view themselves.

Two easy chairs are placed in a convenient place in the room with each a coffee table next to it. The chairs are riser chairs, thus making it easier for guests to stand up.

Lighting can be controlled remotely and offers a variety of light settings to suit the mood and time of day.

Although our beds are made up with feather duvets and pillows, hypo allergenic bedding is available on request.

An alarm pull cord is available and connects to the reception office and during the night to the manager on duty.

This bedroom is also available to guests with impaired hearing. A strobe light is connected to the fire alarm system and is clearly visible even if guests cannot hear the alarm. For extra safety and security, guests may hang a specific door hanger outside on the door asking for assistance if there was to be an alarm.

The bathroom of the Traquair room is fully wheelchair accessible and offers a roll in shower with adjustable shower seat, a low level basin with pull out mirror; grab rails in the shower, at the bath and around the W.C. The bathroom also offers a bath for those guests who are able to get into a bath. An emergency pull cord is also clearly visible in this bathroom.

If needed, Scottish Borders Social Services are able to provide a roll in shower wheelchair and a shower stool with hygiene gap is available from reception.

Other bedrooms and bathrooms

Although the passenger lift can take wheelchairs up to the 2nd floor, rooms on other levels than the one on the ground floor are not specifically suitable for wheelchair users. The doors to the rooms are generally wide enough but some doors to the bathrooms will not allow wheelchairs to pass through. Showers and baths all have grab rails but W.C.'s in the other bathrooms have not. It may well be that in certain circumstances another room than Traquair satisfies specific requirements.

Public toilets

Although the main door to the main public toilets is wide enough, the doors to the cubicles are not. However, on the ground floor a designated wheelchair accessible toilet is available. The door is wide and the space is ample to manoeuvre the wheelchair. Low level basin and grab rails around the W.C. An emergency pull cord to attract attention from reception or manager on duty hangs close to the W.C. The light switches on automatically when entering this toilet.

Halls, stairs, landings and corridors

An original oak staircase with a carpet type runner goes up to the first and second floors. Landings are carpeted and also the corridors leading off the landing to the bedrooms are carpeted. All areas are well lit and lights are controlled from reception. The staircase itself and the two landings enjoy plenty of natural daylight.

Lounges

The lounge bar is located on the ground floor with level access off the main hall and a wide entrance door. The floor is carpeted and the room enjoys a westerly aspect. Off the lounge-bar there are three steps leading to the tiled conservatory at garden level. This conservatory is accessible for wheelchairs but only from the outside with the assistance of a portable ramp.

On the first floor one finds the main reception rooms, such as lounge, library and restaurant plus a private dining room/meeting room. All rooms are accessible by the passenger lift and offer wide entrance doors. The floors of the lounge and restaurant are of traditional wood but with rugs; the library and small dining room are carpeted. The conservatory, lounge and restaurant offer a loop system whereas a portable loop system is available from reception to use on the dining table. Lights are again controlled from reception or directly by staff.

The lounge offers an easterly aspect, the library easterly and southerly and the dining room southerly and westerly all overlooking grounds, gardens and surrounding hills.

Grounds and gardens

Although several areas of the grounds and gardens are accessible for wheelchairs, some paths are too steep. Most paths are gravelled and there are benches available around the grounds and in the 400 years old walled garden, which again is accessible. The House sits in a total of 28 acres which makes it an ideal place to simply relax and enjoy the countryside.

Additional information

Evacuation routes are displayed in all bedrooms and if guests think they will need assistance they can notify reception on check-in and hang the red door hanger outside on the door of their bedroom.

As CHH welcomes dogs in general, bowls are available at reception. Assistance dogs are welcome in all public areas and of course all bedrooms.

Free WiFi is available throughout CHH.

Shopmobility is available in The Gyle Shopping Centre in Edinburgh.

Haylodge Health Centre is located in Peebles, some 4 miles by car. Emergency appointments may be made. Borders General Hospital in Melrose is the main hospital offering A&E services.