

## **Villa Marina Access Statement**

### **Introduction**

Villa Marina is a charming detached Victorian Villa which was built in the 1860's. Whilst this does mean we have inherited some beautiful architectural details, it also means that the structure of the building presents some physical barriers to accessibility.

If you do have any special needs, please contact us before making a reservation so that we ensure we meet your requirements as best we can.

### **Pre-Arrival**

We welcome communication by telephone, letter, email or text and we will endeavour to respond by whichever means is most suitable for you.

Torre Station is only 200 metres away from Villa Marina and is less than 3 minutes by car or 5 minutes on foot (via a gentle downward sloping road).

Torquay Mainline Station is approximately 800 metres away from Villa Marina and only 5 minutes by car and approximately 20 minutes on foot.

The Coach Station is approximately 800 metres away and only 5 minutes by car and approximately 20 minutes on foot.

There is a local taxi service that has accessible taxis which we are happy to book on your behalf.

The public transport system in and around Torbay offers an excellent service to most of our local towns, villages and visitor attractions. Further information is available on request.

Brochures, Tariffs and Guest Information packs can be provided in a large print. We have a website – [www.villamarina.ws](http://www.villamarina.ws), which includes directions in text and map format. Both of these are also available by email or by post on request.

### **Arrival & Car Parking Facilities**

The front of Villa Marina is reached via Tor Park Road. This is a small side road where there is free unlimited parking without restrictions. It is often possible for guests to park directly in front of the main entrance.

To reach the main front door there are a set of four steps to ascend. There is a hand rail. The door is not automated and is 73 cm wide.

Access to the rear of Villa Marina, and to our own private car park, is via Rillage Lane. We provide enough car parking spaces for one medium sized car per guest room and there is additional free unlimited parking, without restrictions, on Rillage Lane.

We do not have a designated disabled bay but are happy to reserve a parking space closer to the entrance if required.

The car park is level, has a tarmac surface and at night it is well lit by street lights.

The back door is reached via a concrete path approximately 20 metres long which passes through our beautiful garden. At the top of the path there are two wide steps to ascend to a further patio area. Chairs and a table are available here for respite purposes.

From here you reach the back door where there are two further steps to ascend. This door is not automated and is 61 cm wide.

Both entrances are clearly signed and well lit at night.

The front doors are always locked but there is a bell button which is at normal height.

Both entrances lead to a small Garden Room. Flooring is a combination of tiles and carpet and it is furnished.

We are always happy to assist guests from the car park to their rooms and help with their luggage.

Unfortunately our two main entrances are not wide enough to accommodate wheelchairs.

### **Main Entrance & Reception**

Entrance into the main hallway is made via the Garden Room. There are two steps to ascend and entrance is through two internal French doors (width 99 cm).

Check in is carried out at a desk in the hallway and seating is available. There is also a bell at normal height to summon attention.

A magnifying glass is available to assist guests with checking in forms if required.

On check-in guests are provided with keys to their room and the front doors – all locks are at normal height.

The hallways and stairs are well lit and carpeted with a medium pile carpet on underlay.

### **Public Areas**

The Dining Room and Double Rooms are all located on the ground floor and are all on one level.

There is a 180° turn staircase leading from the ground floor to the first floor which consists of 19 steps. There is a solid wooden handrail on the left as you ascend. We do not have a lift to the first floor.

Our three Luxury Double and Twin Rooms are all located on the first floor.

The Dining Room and bedroom doors all have self-closures in order to adhere to fire regulations.

We have a portable hearing loop available for guests to use.

There is an audible fire alarm system installed together with emergency lighting. The alarm system does not have flashing lights. However we have a Deafguard system which may be placed under your pillow. The system flashes and vibrates when the fire alarm sounds.

If an evacuation is necessary, assistance will be given where necessary to guests with mobility, sight or hearing difficulties.

All bedrooms and general public areas have both a smoke detector and alarm sounder in them.

Free Wi-Fi access is available throughout the whole of the property.

All doors have lever action handles.

Smoking is not permitted anywhere within the building but a specific area of the garden is made available to smokers.

## **Dining Room**

Breakfast is served in our Dining Room which is located on the ground floor.

Large sash windows provide plenty of natural daylight which is supported with electrical lighting as required.

The room is large and spacious with plenty of space between individual tables.

The furniture is freestanding and the chairs are high backed without arms (chairs with arms can be provided with prior arrangement).

Tables are square with a clearance height of 68cm and width of 58cm. Tables are laid with cream table linen and are protected by a glass top.

Guests can help themselves to cereals, fruits and juices from a buffet bar. Cooked breakfasts, tea, coffee and toasts are served to your table. Assistance with the buffet bar is always available.

Menus with larger print can be arranged on request. Staff will always be willing to read out the menu if guests would find this more suitable.

Most diets can be catered for with prior arrangement.

Door width to the Dining Room is 83cm.

## **Laundry**

A laundry service can be arranged via an outside supplier.

## **Bedrooms**

All our bedrooms are spacious and provide plenty of walking area around the furniture.

All bedrooms have remote control LCD-TVs with Freeview. Teletext and subtitles are available.

Bedding consists of non-feather quilts and pillows dressed in quality linen. Traditional sheets and blankets are available if preferred.

Larger than average sash windows ensure all our bedrooms enjoy plenty of natural daylight. In addition all bedrooms have overhead lights (a minimum of two in each room) with individual lamps on each bedside table.

All bedrooms are decorated in neutral contrasting colours and carpeted in a medium pile carpet with underlay.

All bedrooms are furnished in quality wooden furniture which provides ample storage and each has seating facilities.

Room Information packs are displayed in all bedrooms with further information on facilities available. A larger print copy is available if required.

The Ground Floor Double Rooms are furnished with standard 4'6" divan based beds with one king size available.

The Luxury Rooms are furnished with either 4'6" oak framed beds or king sized beds.

The Luxury Twin Rooms are furnished with two 3' divan based beds.

All bedrooms have tea and coffee making facilities with cordless kettles.

Door widths to all bedrooms are 83cm, except our standard double which is 71cm wide.

## **Bathroom, Shower-room & WC [Ensuite or Shared]**

All our bedrooms offer en-suite facilities consisting of toilet, shower and washbasin with mirror with shaver light and socket over. These facilities have not been adapted nor do they provide grab rails.

There is a small step up to the shower cubicles. All showers are fitted with thermostatic controls and the shower head height is adjustable.

Shower cubicles vary in size from to 76cm x 76cm to 120cm x 76cm and a non-slip shower mat is available.

## **Grounds and Gardens**

Villa Marina is situated in its own south facing garden.

On immediately exiting the Garden Room there are two steps down to a small patio area consisting of paving and a lawned area. This is furnished with movable chairs and a table.

From the patio area there are three steps down to the main lawned area which is serviced by a level concrete path. This is furnished with movable and fixed chairs and tables.

## **Additional Information**

We are available to assist wherever possible if and when required - please just ask.

A fridge facility is available on each floor for guests who require the facility for medication etc.

A wealth of information on the local area and facilities provided is available at Villa Marina.

Mobile phone coverage is generally good and improving but depends upon which company is used.

No induction loops are fitted.

## **Contact Information**

Address: Villa Marina, Tor Park Road, Torquay, Devon, TQ2 5BQ

Telephone: 01803 292187

Minicom: Not Available

Email: [relax@villamarina.ws](mailto:relax@villamarina.ws)

Website: [www.villamarina.ws](http://www.villamarina.ws)

Hours of operation: 7.30 am to midnight

Emergency number: 07702 641 530

Local equipment hire companies: Shop Mobility (01803 380982) or St Johns Ambulance (01803 328203).

Local public transport numbers: Stagecoach Bus Company(01803 664500), Travel Line (0871 2002233)

Local Accessible Taxi Company: Torbay Cab Company (01803 213521)  
Tourist Information Centre: Vaughan Parade, The Strand, Torquay, TQ2 5JQ (01803 211211)

### **Future Plans**

It is our intention to continually improve and update our facilities for all guests.

Villa Marina welcomes any comments and suggestions that guests may have which will help them to make their stay more enjoyable and accessible. If you have any comments please phone Pete Fisher on 01803 292187 or email [relax@villamarina.ws](mailto:relax@villamarina.ws)

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