

## **Access Statement**

### **Introduction**

Cuil-an-Duin is a Category B Listed house located just outside Ballinluig in Highland Perthshire. Our house was built in 1925 and has many period features. We have 20 acres of grounds and gardens, including ancient woodland. The house has recently undergone extensive refurbishment and offers three first floor bedrooms for bed & breakfast guests. Whilst we aim to meet the needs of all our guests, there are some features of the property which might make access more difficult for people with limited mobility. We welcome children over the age of 12.

We have been graded as 5 Star by Visit Scotland and we take great pride in offering an exceptional standard of accommodation to our guests.

This access statement outlines the key facilities and services that we have available to enable potential guests to assess the suitability of our accommodation in meeting their particular needs.

We cannot accommodate pets and do not accept pets being left in cars in the car parking area. Service and assistance dogs are welcome.

### **Pre arrival**

Relevant pre arrival information can be found on our website [www.cuil-an-duin.com](http://www.cuil-an-duin.com), and we can be contacted via email on [enquiries@cuil-an-duin.com](mailto:enquiries@cuil-an-duin.com) or by telephone on 01796 482807. Guests are advised that Cuil-an-Duin is a large property and is also our home. We do not employ any staff and therefore may not always be available to answer the telephone. We ask that guests please leave a message with a contact number or alternatively email us on the address above. We receive email notifications instantly on our mobile phones. We check for messages on the main house telephone frequently throughout the day and will return calls as promptly as we can.

We are able to post information, booking confirmations, directions and this access statement to any guests requiring this. We operate an online booking system which is accessed via our website. The booking system provides instant confirmation of availability and allows for direct booking to be made via our secure SagePay system. For those guests who prefer, we can take bookings over the telephone and email or post the relevant confirmation to them.

We are situated in a peaceful rural location 5 miles south of the town of Pitlochry. Pitlochry has full facilities including banks, supermarket, restaurants, health centre, pharmacy, dental practice and a cottage hospital. A detailed map and travel directions can be found on our website under the 'contact' section. We send all guests an email copy of this information prior to arrival and we recommend that guests print this out for reference while travelling. The entrance to Cuil-an-Duin is one mile from Ballinluig village situated at the top of a hill at the end of a 'local access only' road. This road is well maintained but is outwith the village itself and therefore has no street lighting. We are approximately 1 mile from the small village post office and the bus stop. Ballinluig Service Station provides fuel facilities and has a small shop.

Local buses run from Ballinluig village to both Pitlochry and Aberfeldy. Pitlochry has a train station with direct mainline services to Inverness, Edinburgh, Glasgow and London (including a sleeper service). There is a local taxi service in Pitlochry.

Edinburgh airport is approximately 1.5hrs drive away. Car Hire is available at Edinburgh Airport and in Perth city centre.

### **Arrival and car parking**

Stone pillars at the entrance to our driveway are signed 'Cuil-an-Duin'. A tarmac tree lined driveway leads to the house. There can often be deer, red squirrels and other wildlife on the driveway. There are ample parking spaces in the area directly outside the front door. This area has a gravelled surface. We can assist guests with luggage from the car. Two antique coach lamps illuminate the front door.

There are two stone steps at the entrance of the house and the front door is 106cm wide.

### **Public Areas**

Guests are welcomed into the hallway and through to the drawing room on the ground floor. There is a guest cloakroom and toilet to the right of the main entrance. The vestibule has stone flooring; the remainder of the flooring on the ground floor is of solid pitch pine. The drawing room also has Persian wool rugs with non-slip backing. There is comfortable seating in the drawing room and a table for writing at, if required. The drawing room has two large windows providing natural light and further lighting consists of wall lights and table lamps. The hallway has two large windows and is lit by ceiling lights and a central antique chandelier.

The dining room is also on the ground floor adjacent to the drawing room. The flooring is solid pitch pine with a Persian rug with non-slip backing. Guests are seated at a central solid oak dining table - there is a choice of dining chairs with or without arms.

Buffet items are presented on an antique mahogany sideboard from which guests may help themselves. We can assist any guests with this, if required. A large print menu is available upon request and we talk through all the menu options personally with our guests each morning. We can provide gluten free and vegetarian breakfast items however we do ask guests to advise us of any requirements or particular breakfast preferences in advance.

The dining room has three large windows, a central ceiling light and table lamps.

Mobile telephone and Wi-Fi signals are generally good throughout the house.

All guest bedrooms are located on the first floor. The staircase is a solid wood 'double-winder' and has 22 steps. The bannister is on the left as you climb the stairs. The upper hallways have pitch pine wood floors. There is a Persian wool runner with a non-slip backing on the hallway as you exit the stairs. The staircase is lit by a large antique chandelier and there is emergency low level plug-in night lighting. There is a cupola providing natural light to the landing area by Room 1. There is a guest fridge on the landing with can also be used to store medicines, if required.

### **Room One**

This is our largest room and is accessed to the right of the hallway at the top of the stairs. The Hypnos bed is a 6 foot super-kingsize with ample access from both sides. The height of the bed is 65cm from floor to top of mattress. This room can also be configured as two twin beds with access from both sides of each bed. The bed is handmade using all natural hypoallergenic materials. There is a pure wool mattress topper on this bed providing an addition layer of comfort and support. Our bedding is all exceptional quality and hypoallergenic. A detailed description of our bedding and bedlinen choices can be found on our website. A selection of hot beverages and bottled water is provided. The kettles are cordless.

The flooring is pure wool carpet with an Aubusson wool rug with non-slip backing. There are two windows providing natural light and additional lighting consists of a central ceiling light, two bedside lamps and a dressing table lamp. There are two Lloyd Loom style wicker bedroom chairs, a dressing table and stool and two bedside tables and a built-in wardrobe. There is a washbasin and mirror within the room.

There is a flat screen FreeSat TV in the room with subtitles facility. There are two radiators with adjustable thermostats.

Bedroom One has an ensuite bathroom consisting of twin basins, wc, bidet and bath with shower over. The shower has an adjustable shower head. The taps are easy to operate single lever style made by Hansgrohe. There is a natural rubber non-slip bath mat provided. A portable suction grab rail is available upon request. The flooring is tiled. There is a large window and a central ceiling light. The left hand sink has a make-up/shaving light within the mirrored cabinet. There is a radiator with an adjustable thermostat and a heated towel rail.

### **Room Two**

This room is located on the first floor to the left of the main landing. There are two steps down to the hallway which is carpeted. The hallway is lit by two central ceiling lights. There are two windows providing natural light. There is emergency plug-in night lighting in the hallway. Room Two is adjacent to Room Three. Room Two has a kingsize (5 ft.) oak sleigh bed with Hypnos mattress with access from both sides. The height of the bed is 58 cm from floor to top of mattress. There is a pure wool mattress topper on this bed providing an addition layer of comfort and support. Our bedding is all hypoallergenic. A detailed description of our bedding and bedlinen choices can be found on our website. A selection of hot beverages and bottled water is provided. The kettles are cordless.

The flooring is pure wool carpet there is a sheepskin rug to one side of the bed. There is a south facing window providing natural light and additional lighting consists of a central ceiling light, two bedside lamps and a dressing table lamp.

There are two Lloyd Loom style wicker bedroom chairs, a dressing table and stool and two bedside tables, a freestanding wardrobe, tallboy and a blanket box. There is a flat screen FreeSat TV in the room with subtitles facility. Room Two has a radiator with adjustable thermostat.

Room Two has an ensuite bathroom consisting of sink, wc, and bath with shower over. The shower is thermostatically controlled has an adjustable height shower head. The taps are easy to operate single lever style made by Hansgrohe. The bathroom has a coombed ceiling. There is a natural rubber non-slip bath mat provided and a handrail at the side of the bath. The flooring is tiled. There is a window and a central ceiling light. There is an additional shaving/make up light and mirror to the left of the sink. There is a radiator and a heated towel rail.

### **Room Three**

This room is located on the first floor to the left of the main landing. There are two steps down to the hallway which is carpeted. The hallway is lit by two central ceiling lights. There are two windows providing natural light. There is emergency plug-in night lighting in the hallway. Room Three is adjacent to Room Two. It has a kingsize (5 ft.) bed with access from both sides. The height of the bed is 65cm from floor to top of mattress. Our bedding is all hypoallergenic. A detailed description of our bedding and bedlinen choices can be found on our website. A selection of hot beverages and bottled water is provided. The kettles are cordless.

The flooring is pure wool carpet. There is a south facing window providing natural light and additional lighting consists of a central ceiling light, two bedside lamps and a dressing table lamp. There is a flat screen FreeSat TV in the room with subtitles facility. There is a radiator with adjustable thermostat.

There are two Lloyd Loom style chairs, dressing table and stool, chest of drawers and walk in wardrobe. There is a washbasin within the room with makeup/shaving light. The taps are easy to operate single lever style made by Hansgrohe.

Room Three has a private shower room located adjacent to the room. There is a sink, wc and thermostatically controlled shower. The taps are of a traditional heritage twist on/off variety. The shower cubicle measures 800cm by 1400cm. The shower has both a fixed overhead 'drencher' and an adjustable hand held shower attachment. There is a window, central ceiling light and make up/shaving lights above the sink. The flooring is tiled and there is a radiator and heated towel rail. A shower stool, portable suction grab handrail and rubber shower mat are available, if required.

### **Outside areas**

The gardens and woodland grounds are available for guest use and guests are welcome to enjoy these whenever they wish. Stout walking shoes are recommended as there are a number of natural paths with may be hazardous during wet or inclement weather. Walking poles are available for guests to borrow. The formal garden grounds and lawn are on one level and can be easily accessed via the garden gate to the left of the car parking area. There are paved walking areas around the west gardens. There are two wooden picnic tables with guest seating in the gardens together with a wooden garden bench located adjacent to the pond in the wildlife garden. Evening outdoor lighting is located outside the wood stores, the patio steps and the west lawn.

### **Assistance Dogs**

Assistance dogs are warmly welcomed. We have a selection of floor cushions, dog bedding, clean towels and feed and water bowls available. There is ample space in all public rooms and bedrooms for assistance dogs to make themselves comfortable.

There is a pet shop in Pitlochry with a range of feed supplies. Perth has a wide selection of pet shops and feed merchants.

Assistance dogs requiring treatment are catered for by our local veterinary practice in Pitlochry.

Assistance dogs are welcome to take off lead exercise anywhere in the garden, paddock and woods.

### **General**

We ask that wherever possible, guests advise us in advance of any particular access requirements or concerns that they may have, so that we may provide the best possible experience for their visit.

We can provide details of local doctors and emergency services.

There are fire extinguishers located at the entrance to the upstairs corridor and downstairs, in the corridor off the dining room.

We operate a strict non-smoking policy in the house and also throughout the grounds due to our extensive woodlands.

In the event of a fire, audible smoke alarms will sound. We ask that guests advise us if they will need help in the event of an emergency evacuation.

We have undertaken Accessible Tourism Training run by VisitScotland.

Sally is a qualified teacher and has experience in supporting individuals with learning difficulties.