

# Access Statement for Harrogate Lifestyle Apartments

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 the services that we offer all our guests/visitors.

Harrogate Lifestyle Apartments offer up to 20 self-catering luxury apartments in Harrogate town centre (Kings Road, opposite the Harrogate International Conference Centre).

## Introduction

There are studio, one and two bedroom apartments available, and each apartment has the option of double or twin beds. Additionally all apartments have a main bathroom (some also have an en-suite), a living area with sofa, TV/DVD player&Ipod docking station, dining table, and fully equipped kitchen.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01423 568 820 or email [info@harrogatelifestyleapartments.com](mailto:info@harrogatelifestyleapartments.com)

## Pre-Arrival

**IMPORTANT:** An email will be sent to all guests approximately 48 hours before arrival, with important information including the address and apartment number, directions, instructions on how to collect the key and detailed information about where you can park during your stay. If guests are not able to pick up their emails before arrival, please let us know and we can make alternative arrangements.

- The nearest railway station is Harrogate train station; this is 0.4 miles away and just an 8 minute walk or 2 minute taxi ride. There is a taxi rank outside the station on the opposite side of the road.
- There is a frequent bus service around Harrogate.
- We can provide the contact number of a local taxi/minibus firm.
- The streets surrounding the property are paved and even.
- There is an emergency out of hours mobile number available, which is given to guests pre-arrival.
- Parking is available at the Jubilee Multi Storey Car Park to the rear of the apartment building. (*Charges apply*). Alternatively there is restricted on street parking closeby, which is FREE between the hours of 6pm and 9am Monday to Saturday and all day on Sundays. However a restriction of a 3 hour short-stay applies between the hours of 9am and 6pm Monday to Saturday so you will need to display in your vehicle a free blue parking disc (*available in the lobby of the apartment building or from the tourist information board*) which you set to the time of your arrival. Abiding to the parking restrictions for either the Jubilee Multi Storey Car Park or for on street parking, is the responsibility of the guest alone and Harrogate Lifestyle Apartments cannot be held responsible for any tickets or penalties enforced by the parking officers.

## Car Parking and Arrival

- Surrounding streets (Kings Road, Cheltenham Parade, Parliament Street, Ripon Road and Crescent Road) all have good street lighting, apart from Union Street.
- There is space to the rear of the apartment building to pull in briefly before parking and drop off passengers/luggage. However we are so close to the Jubilee Multi Storey Car Park we advise you park there first to avoid confusion with the one way system.
- There is a dropped curb outside the door to the building.
- There are steps up to the front door, with no handrails.
- We can provide help with luggage if arranged in advance of your arrival.
- There is a lobby inside the front door of the apartment building, this does not have seating.

## Welcome Area

- The ground floor has no steps to the apartment doors and there are no steps within the apartments.
- Other apartments are on the first, second, third and 4th floors. There is a lift that leads to each floor.
- The lobby area is brightly lit.
- There is no loop system for the hard of hearing.
- Guests can be given a tour of the property if requested, during office hours 9 – 5.00pm Monday – Friday.
- The duplex apartments have a spiral staircase separating the bedrooms and bathroom with the kitchen/dining/living area.
- There is the option of double or twin beds in most bedrooms.
- Furniture e.g. bedside tables can be removed upon request.
- There is a main overhead light, and a lamp either side of the bed(s).

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- The decor is neutral with an oak laminate flooring in the living/dining areas, black tiled floors in the kitchens and grey striped carpet in some of the bedrooms. The walls are mostly grey willow and wild flower in colour which is a pale creamy purple shade.
- All bedding is non-allergenic.
- There is no telephone in the apartment, but all major mobile providers receive good signal.
- The TV is digital with subtitles/audio descriptions available.
- Each apartment has a minimum of one bathroom. Every bathroom has one shower, one basin & one toilet (some apartments offer an ensuite.)
- There are no bathrooms with baths.
- The taps are mixer taps.
- The bathroom is well lit, however there is not a shaver light.
- The bathroom decor is neutral.
- The floor is vinyl.

## **Public Areas - Halls, Stairs, Landings, Corridors**

- The public area stairs and landings are brightly lit.
- The floor surface is short pile carpet.
- There is a banister on the stair cases.
- There is a lift available to the first, second, third and fourth floor. However the top floor of the duplex apartments on the fourth floor, are not accessible via the lift.
- We ask for feedback from every guest and act upon suggestions to improve accessibility where possible

## **Future Plans**

Address:

## **Contact Information**

Harrogate Lifestyle Office, Suite 6.01, Windsor House,  
Harrogate HG1 2PW

Telephone: 01423 568 820

Minicom: Not available

Email: [info@harrogatelifestyleapartments.com](mailto:info@harrogatelifestyleapartments.com)

Website: [www.harrogatelifestyleapartments.com](http://www.harrogatelifestyleapartments.com)

Hours Of Operation: 9-5.00pm, Monday – Friday. Closed Saturday and Sundays.