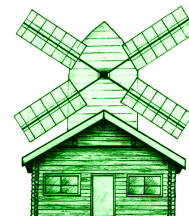


WINDMILL LODGES

Red House Farm, Saxtead, Woodbridge, Suffolk, IP13 9RD
Tel: (01728) 685338
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Accessibility Guide for Windmill Lodges

info@windmilllodges.co.uk, 01728 685338 www.windmilllodges.co.uk

Please contact us on 01728 685338 for enquiries relating to accessibility

Welcome

Windmill Lodges is a small development of authentic log cabins set around a small lake in the heart of rural Suffolk. We aim to cater for the needs of all visitors and have tried to provide as much information as possible in this guide, however if you do have any questions then please do not hesitate to contact us. Whilst our cabins are not rated under the National Accessible Scheme we do meet some of the schemes standards. We always try our best to accommodate requests where possible and want our guests to have an enjoyable stay. We recommend that you contact us prior to booking to discuss your individual requirements, this enables us to provide further relevant information which may help you decide the suitability of our accommodation.

All our log cabins are rated 4* and 5* by Visit England

At a Glance

Access

We have seven log cabins and our Kingfisher, Wagtail & Woodpecker lodges have permanent ramp access, however there is a small step of 115mm to access the ramp.

Access to other log cabins is via a single step of approximately 185mm.

All our log cabins have a threshold step; you will be required to step over half a log to gain entry to the cabin via the front door.

The decking area outside all our log cabins can be slippery in wet weather.

Please note all our lodges are different and some may be more suitable than others for your requirements.

The measurement figures below are a guide so please ensure you contact us prior to booking so we can assist you in helping you decide the lodge that most suits your needs.



Bedrooms



Level access bedrooms

- The route to the bedroom is 700mm wide, or more.
- The bedroom door is 700mm wide, or more.
- Unobstructed floor space varies for each lodge.

General

- Our office hours are Monday and Friday 9am to 5pm, Tuesday, Wednesday and Thursday 9am to 12 noon. An out of hours telephone number is available for guests in their welcome folder.
- We have emergency evacuation procedures.

Getting here

Red House Farm, Marlborough Road,
Saxtead, Woodbridge,
Suffolk
IP13 9RD

Travel by public transport

- A car is recommended to fully explore the area however you can get to Windmill Lodges by train then a taxi.
- The nearest train station is Saxmundham (10 miles) where trains run to Ipswich and London Liverpool Street.
- The nearest bus stop is in Framlingham (2 miles). Bus routes run to Diss and Ipswich. There is a bus stop in Saxtead, however the bus only stops there occasionally.

Travel by taxi

- Taxis are available locally, however pre booking is recommended.
- A wheelchair accessible vehicle can be booked with Avenue Taxis in Ipswich 01473 888888

Parking

- Car parking is available outside the reception area
- There is parking for 2 cars beside each lodge. These are allocated spaces for use by occupants of the lodge only.
- Access to the lodges is via a decked veranda with a step up to a ramp in Kingfisher, Wagtail & Woodpecker lodges. All other lodges are accessed via a step (have no ramp access).

Arrival

Main entrance and paths

- The grounds within the Windmill Lodges site are reasonably level & mainly grass.
- There is a gravel road leading to reception and also to each log cabin.
- Access to reception is via a small step onto a decked area. The flooring area within reception is ceramic tiles.

Getting around inside

Bedrooms

- Wagtail & Woodpecker Lodges - have a standard size four poster bed in the master bedroom and twin beds in the second bedroom
- Bullfinch Lodge - has a king size bed in the master bedroom and twin beds in the second bedroom.
- Goldfinch Lodge - has a king size bed in the master bedroom and zip and link single beds in the second bedroom that can be arranged as a superking size bed (upon request).
- Chaffinch Lodge - has a king size leather sleigh bed.

- Kingfisher Lodge has a king size wooden sleigh bed in the master bedroom and a standard size double bed in the second bedroom.
- All bedrooms have windows.
- Bedrooms have main ceiling lights, bedside lamps and natural daylight.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- We can move the bedroom furniture, to improve accessibility (Only possible in some lodges please ask for details).

Self catering kitchen

Kitchen

- The kitchen in each lodge (except Kingfisher) is open plan in design with standard size appliances. Each kitchen has a gas hob, oven, dishwasher, fridge & microwave. Greenfinch has a fridge freezer and Chaffinch has a coffee maker.
- Kingfisher Lodge has a range cooker, microwave, built in washer dryer, fridge freezer, dishwasher, bread maker and coffee maker.
- The floor surface in the kitchen area is wooden for all lodges except Kingfisher which has vinyl.
- Lighting in the kitchen is all overhead spotlights.

Bathrooms

- Each bathroom and en-suite has a standard height toilet and washbasin.
- Details of showers and baths for each lodge are as follows:-
- Chaffinch – Double ended bath & separate curved shower cubicle.
- Woodpecker & Wagtail – Bath with shower over and shower screen. Standard size shower cubicle.
- Bullfinch – 2 baths with shower over and curved shower screens.
- Goldfinch – 2 baths with shower over and shower screens.
- Greenfinch – 2 baths with shower over and shower screen
- Kingfisher – Corner bath & double size shower cubicle.
- The bathroom floor surface in Woodpecker, Wagtail and Bullfinch is vinyl and Kingfisher has ceramic tiles. All the other lodges have wooden floors in the bathrooms.
- Lighting in the bathrooms is overhead.

Lounge

Lounge

- The lounge area is open plan with the kitchen for Chaffinch, Bullfinch & Goldfinch lodges. Wagtail, Woodpecker and Greenfinch lodge has a separate kitchen area accessed via the lounge. Kingfisher Lodge has a separate lounge and kitchen.
- Flooring is wooden in all lodges.

Getting around outside

Leisure Facilities

- There is a covered swimming pool onsite. Access to the pool area is via a step ladder consisting of two small steps. The swimming pool is only to be used during the times displayed at the entrance to the pool and it is open from the end of May to October. All children under the age of 16 must be supervised. Persons allowed inside the pool dome – Minimum 2, maximum 8.

- ‘The Hut’ can be found next to the swimming pool. Access is via two small steps and the floor is ceramic tiles. Laundry facilities can be found here, there is a front loading standard size washing machine and separate tumble dryer (charges apply). A chest freezer is available for guests to use and our tourist information and library can also be found in ‘The Hut’.

Outdoor Facilities

- There is an unfenced lake on site, which covers approximately half an acre. The lodges surround the lake.

Decking Area Around Each Lodge

- Decking surrounds each of our lodges. Outdoor seating and dining furniture is located on the decking area of each lodge.
- Each lodge has its own barbeque stand for disposable barbeques situated on the decking area at waist level (available Easter to October)
- Kingfisher has a gas Barbeque and the outdoor seating & dining furniture is on a paved patio area.
- Our Pet Friendly log cabins (Wagtail & Woodpecker) have gates on the decking.
- Please be aware the decking can be slippery in wet weather.

Hot Tub

- An outdoor hot tub is situated on the veranda of each lodge. Access to the hot tub is via wooden steps.

Customer care support

Accessibility equipment

- We are able to accept delivery of hoists and other mobility aids with prior agreement.
- The nearest mobility aids facility is in Ipswich (16 miles) at Jencare Mobility 01473 718200
- The nearest RADAR toilet is in Crown & Anchor lane, Framlingham.
- The bin to dispose of bagged dog waste for assistance dogs or for pets staying in our pet friendly lodges is located behind Wagtail and Woodpecker lodges.

Emergency evacuation procedures

- We have emergency evacuation procedures.

Customer care support

- We have information available in large print upon request.
- An out of hours contact telephone number is provided in the welcome folder of each log cabin.
- The welcome folder in each cabin gives details of emergency telephone numbers and emergency procedures.
- Mobile phone reception is reasonable in the area although networks do vary. During office hours a telephone is available in the office for emergency use.
- WiFi access is offered in all our lodges at no additional charge, however due to the nature of our connection and our locality the signal may be weak at times particularly in poor weather.