

ACCESS STATEMENT FOR THE BURNSIDE HOTEL AND PARKLANDS COUNTRY CLUB

THE BURNSIDE HOTEL is set in its own mature gardens with views looking over to Lake Windermere; the hotel has ample parking for up to 80 cars, which it shares with our leisure club – Parklands Country Club.

PRE-ARRIVAL

For assistance prior to arrival please ring our reservation team on 015394 42211, you can also contact the hotel by email stay@burnsidehotel.com or fax on 015394 43824.

Reception is open from 7am until 11pm every day.

ARRIVAL AND CAR PARKING FACILITIES

The hotel has 2 entrances and exits one from Kendal road, which is a flat entrance, and one from Lake Road, which is a steep drive not suitable for the larger vehicle. There are two entrances from the car park into the Hotel one comprises of 3 steps with an automatic door into an entrance where there is a night phone which will alert the Night Porter if the next door should be locked, if you are already resident you will see a swipe machine for your key which will open the door, the front door is usually locked around midnight. There is also another entrance down to the right of the hotel, which is also automatic but has no steps and a slope entrance if using this entrance you then turn left and make your way down the corridor to the reception area where you can check in.

The Burnside Hotel has 57 bedrooms, 5 that are on the ground floor, and one on the lower ground floor, which has suitability for a wheelchair, the Hotel also has a Penthouse suite with its own private parking space. Other reserved parking spaces can be requested in advance by calling the hotel.

RECEPTION

There is one main reception desk for check in, but if preferred this can be done at one of the seating areas, there are a number of sitting areas in reception. From the reception area there are 2 lifts available to take you to your room and if required there is assistance with your luggage. From reception down the main corridor to the left you will find several lounges, Harley's bar which is open all day from midday and Silhouettes restaurant which served breakfast from 8.00am until 9.30am Monday to Saturday and 8.30am until 10.00am on Sundays and Bank Holidays. Evening meal is served between 6.30pm and 9.30pm. Sunday Lunch is served between Midday and 2.30pm. In all our eating areas with offer assistance with varying dietary requirements please advise staff at time of booking.

LAUNDRY

Laundry forms are available in your rooms, which complete and take to reception and your laundry will be sent away and returned to your room on return. We also have a small laundry on site where you can do your own laundry if so wish and you can purchase soap tablets from reception.

SHOP

You can purchase toiletries from the reception desk, or buy gifts from the showcases around the hotels by contacting a member of the reception staff.

A-Z

This is available in your room and will cover all aspects whilst staying in the hotel, at anytime you need further assistance you can contact reception on Extension 414.

BEDROOMS

A selection of bedrooms are available from double and twin to Family 3 to Family 5 and different suites are also available, as previously mentioned 5 of these rooms are on the ground floor and we have one room with wheelchair access with a large room with grab rails and a shower seat. All rooms are non-smoking. We do have some rooms available where you can bring your pet along but must inform the receptionist at time of booking, to ensure the pet free rooms remain pet free for guests with allergies, there is a nightly charge of £10.00 per pet. Room service is available up to 11pm each evening; from 9.30pm sandwiches only are available.

ADDITIONAL INFORMATION• If you require any assistance during your stay please contact reception, the Duty Manager can also be contacted via reception, if not on duty will contact you as soon as they are.

- The fire alarm is a very loud continuous bell, if you should see a fire please break the nearest glass. Never use the lifts when the bells are sounding and make yourself aware of the nearest escape route the main meeting area is at the front of the hotel under the large tree. If you are dining at the time the staff will guide you and assure you reach the meeting area safely. If on arrival you believe you will have problems evacuating the hotel if the alarm is sounded you must inform the reception team. The reception team will start evacuation by telephoning your room and any staff in the lounge or eating areas will assist you in evacuating once evacuation is complete the hotel reception staff will do a full roll call.

WI-FI

This is available to all residents free of charge throughout the ground floor area.

LEISURE CLUB – PARKLANDS COUNTRY CLUB

There is one step into the club but a ramp can be put out if required, please inform the Hotel receptionist and they will call ahead for you.

The upstairs facilities are only accessed by stairs.

Open 7.30am until 10.00pm for the pool area and Midday up to 10pm in the bar upstairs

Facilities -

Indoor swimming pool with an area for small children to use

All children under the age of 16 must be supervised by an adult or someone over the age of 18 to use the pool area.

There is a steam room, sauna and spa bath.

Main Hall bookable by the hour at a minimal charge where you can play badminton or table tennis.

Squash Court bookable in 40-minute slots at a minimal charge

Trimnasium for over 16 year olds only

Coffee lounge and bar upstairs open from Midday serving light snacks and drinks,

Snooker tables available

Solarium available at a charge

NO CHILDREN UNDER 16 ARE ALLOWED IN THE BAR AFTER 9PM.

Within the leisure club there is a Beauty Salon and on request a full list of treatments can be sent to you, please also note this is upstairs in the beauty Salon and there is no lift but with an advance booking our beautician is more than happy to come to your room.

PAYMENTS

Payments can be made by cash, debit card, cheque with a guarantee card, and all major credit card please note when paying by credit card there is a 2% surcharge and a minimum spend on £20.00

CONTACT INFORMATION

The Burnside Hotel and Parklands Country Club
Kendal Road
Bowness on Windermere
Cumbria
LA23 3EP

Proprietor Mr Mark Taylor

General Manager Mrs Pauline Heaps.