Key Accessibility Features Questionnaire: Self-catering Accommodation

VisitEngland has recognised that people with accessibility requirements, including disabled people, often find it hard to choose places to stay and visit due to a lack of readily available information on accessible facilities and services. This includes not just wheelchair users but also people who are deaf or have hearing loss, have a sensory or cognitive impairment, older people, families with young children, and more.

Produced to align with the project led by VisitEngland, this Premier Cottages questionnaire will help you to identify the key accessibility features at this cottage.

Please note: All responses in this questionnaire have been self-assessed by the cottage owner.

Questionnaire:

Name of unit: **Hedgehunter, Wallops Wood Cottages**

Date questionnaire was completed: 18/09/2025

Parking: Disabled parking bay in the car park 20m away via paved path, guests are able to unload their vehicles and alight directly outside the front door

Question number	Question	Guidance	Do you have this feature?
1	**Is there parking within 50 metres of the main entrance or an alternative step-free entrance if applicable?**	Parking may be located on-site or off-site, in a car park or on the street, but should be within 50 metres of a customer entrance.	☑
2	**Is there parking within 50 metres of the main entrance, or an alternative step-free entrance if applicable, with designated accessible parking bays / areas?**	Parking may be located on-site or off-site, in a car park or on the street, but should be within 50 metres of a customer entrance. Designated accessible bays / areas may or may not require a Blue Badge to be displayed (consider international visitors arriving by car who may have a different badge).	☑
3	**Is there a step-free route with a firm surface from the parking to the main entrance or an alternative step-free entrance?**	The route from the parking to the entrance should be step-free providing level access suitable for a wheelchair user. The route may include access by ramp or lift. The route should have a firm and reasonably smooth surface to accommodate wheelchair users and others with accessibility requirements i.e. no cobbles, bare earth, sand or unbonded gravel.	☑

Building entrance

Question number	Question	Guidance	Do you have this feature?
4	**Is there step-free access at a customer entrance?**	Step-free entrances provide level access suitable for a wheelchair user. There should not be any raised thresholds. The entrance may include access by ramp (temporary or permanent) or lift. If your step-free entrance is not your main entrance, you should only select this feature if the alternative entrance is welcoming to customers. Other entrances, such as for staff or through kitchens, should not be included.	☑

Access to key areas

Question number	Question	Guidance	Do you have this feature?
5	**Do you have a wheelchair-accessible kitchen for independent use?**	A wheelchair-accessible kitchen should have as a minimum: • step-free access • minimum door width of 750mm • Height adjustable / lowered worktops and sink • Cupboards within easy reach for wheelchair users Kitchen appliances which can be easily accessed by wheelchair users.	☒
6	**Is your venue all on one level?**	This should be step-free, with no raised thresholds.	☑
7	**Is a lift available between floors and changes in level, as an alternative to stairs?**	A lift may be a standard passenger lift, wheelchair stairlift or a platform lift designed for disabled people. An evacuation chair should also be available in case of emergency.	☒

Wheelchair-accessible bedrooms and bathrooms

Question number	Question	Guidance	Do you have this feature?
8A	**Do you have at least one wheelchair-accessible bedroom with a wheelchair turning space of at least 1500mm x 1500mm??**	A wheelchair-accessible bedroom should have as a minimum: • step-free access; • door width ≥750mm; • wheelchair turning space ≥1500mm x 1500mm; • emergency assistance alarm (required for hotels only). In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos.	☒
8B	**Do you have at least one wheelchair-accessible bedroom with a wheelchair turning space of at least 1200mm x 1200mm?**	A wheelchair-accessible bedroom **(restricted space)** should have as a minimum: • step-free access; • door width ≥750mm; • wheelchair turning space ≥1200mm x 1200mm. In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos.	☑
9A	**Do you have a wheelchair-accessible bathroom with a level floor including a roll-in shower, and a wheelchair turning space of at least 1500mm x 1500mm?**	A wheelchair-accessible bathroom with a roll-in shower should have as a minimum: • step-free access; • wheelchair turning space ≥1500mm x 1500mm; • outward opening door width ≥750mm; • roll-in shower with no obstacles e.g. enclosures; • a transfer space on at least one side of the toilet; • grab rails by the toilet, washbasin, shower, bath. In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos.	☒

Question number	Question	Guidance	Do you have this feature?
9B	**Do you have a wheelchair-accessible bathroom, with a level floor including a roll-in shower, and a wheelchair turning space of at least 1200mm x 1200mm?**	A wheelchair-accessible bathroom with a roll-in shower **(restricted space)** should have as a minimum: • step-free access; • wheelchair turning space ≥1200mm x 1200mm; • outward opening door width ≥750mm; • roll-in shower with no obstacles e.g. enclosures; • a transfer space on at least one side of the toilet; • grab rails by the toilet, washbasin, shower, bath. In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos.	☑
10A	**Do you have a wheelchair-accessible bathroom with a bath rather than a roll-in shower, and a wheelchair turning space of at least 1500mm x 1500mm?**	A wheelchair-accessible bathroom (bath only) should have as a minimum: • step-free access; • wheelchair turning space ≥1500mm x 1500mm; • outward opening door width ≥750mm; • bath with transfer seat; • a transfer space on at least one side of the toilet; • grab rails by the toilet, washbasin and bath. The bath may also have a hand-held or fixed shower head. In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos.	☒
10B	**Do you have a wheelchair-accessible bathroom with a bath rather than a roll-in shower, and a wheelchair turning space of at least 1200mm x 1200mm?**	A wheelchair-accessible bathroom - bath only **(restricted space)** should have as a minimum: • step-free access; • wheelchair turning space ≥1200mm x 1200mm; • outward opening door width ≥750mm; • bath with transfer seat; • a transfer space on at least one side of the toilet; • grab rails by the toilet, washbasin and bath. The bath may also have a hand-held or fixed shower head. In order to tick this box, a detailed description of this room and its facilities **must** be provided on/via your business website, along with good quality illustrative images and / or videos.	☒

Question number	Question	Guidance	Do you have this feature?
11	**Do you have either a mobile, gantry or ceiling-track hoist in at least one wheelchair-accessible bedroom?**	A hoist can be used to transfer someone between wheelchair, armchair, bed, toilet and bathing/showering facilities. For some people a hoist is essential in order to stay away from home.	☒
12	**Is there an emergency assistance alarm available in at least one wheelchair-accessible bedroom and/or wheelchair-accessible bathroom?**	An emergency assistance alarm alerts people able to give assistance and is typically activated by a red pull cord. For self-catering accommodation, the emergency call signal is to alert a travelling companion. Emergency alarms should be regularly checked and tested, particularly in serviced accommodation.	☑

Bedrooms and bathrooms - general

Question number	Question	Guidance	Do you have this feature?
13	**Do you have at least one ground floor bedroom with en-suite bathroom?**		☑
14	**Do you have a standard bedroom with an ensuite or separate bathroom with a shower unit or level-entry shower?**	Stand-alone shower units or wet rooms are more accessible than a bath or a shower over a bath for some people.	☑

General questions

Question number	Question	Guidance	Do you have this feature?
15	**Do you have an emergency evacuation plan for disabled customers?**	These consider the specific needs of disabled customers to facilitate their swift and safe evacuation in an emergency. • A Personal Emergency Evacuation Plan (PEEP) applies to accommodation providers	☑
16	**Do you have a map and/or floorplan showing accessibility facilities?**	This could be: • A map which helps customers understand where key accessibility features are, possibly including distances, e.g. Accessible toilets; step-free routes; sensory triggers. • A floorplan of a venue which helps customers understand the layout of a building showing key accessibility features e.g. Accessible toilets; step-free routes. • A room plan of a designated accessible unit / bedroom / bathroom showing e.g. position of furniture; circulation space; door widths.	☑
17	**Do you have an enclosed outdoor area for customer use?**	This is a designated space e.g. a play area or garden which is fully enclosed for guest safety e.g. with fencing, walls or hedges.	☑
18	**Do you provide disability awareness / equality training for staff?**	This training should ideally be provided for all staff on induction and refreshed (for at least those in customer-facing positions) at regular intervals.	☑
19	**Do you have an assistive listening/hearing enhancement system available. E.g. a fixed or portable hearing loop?**	An assistive listening / hearing enhancement system amplifies sound and transmits it wirelessly to a hearing aid, cochlear implant or loop listener that's switched to the hearing loop setting. Signage should be positioned where loops are effective.	☒
20	**Do you have an emergency alarm with flashing lights, in addition to an audible alarm?**	An emergency alarm with flashing lights alerts deaf guests to a fire or other emergency scenario.	☑

Question number	Question	Guidance	Do you have this feature?
21	**Do you have a vibrating pillow alarm to alert deaf visitors in an emergency?**	A vibrating pillow alarm is a portable device that alerts deaf guests to a fire or other emergency scenario when sleeping. It uses listening technology to vibrate the pillow when the audible alarm sounds.	☑
22	**Do you have facilities for assistance dogs?**	As a minimum this should include water bowls and a toilet area within the grounds of the venue or nearby.	☑
23	**Is tactile signage available?**	Tactile signage can be read by touch and includes raised print / symbols and/or Braille. Tactile signage should be provided for safety signage and toilet door signage as a minimum.	☒
24	**Do you have additional detailed accessibility information available online?**	https://www.wallopswoodcottages.co.uk/accessibility/ https://www.grenvilleatwallopswood.co.uk/accessibility/ Email: unwind@wallopswoodcottages.co.uk Tel: 01489 878888	☑