



HILDEN

— HOUSE —

Access Statement

Introduction

Our Regency period guest house is located near the centre of Cheltenham. It is ideally situated for Cheltenham Racecourse, and the Cotswolds. The building dates from 1836 and comprises of 12 fully ensuite rooms, located on 4 levels. There are 5 steps in total to enter the house, therefore it may not be suitable for wheelchair users.

Pre-Arrival

- Hilden House is located on the main road leading to the Racecourse. There is street parking offered outside with permits. There are buses servicing the area, with the nearest stops a few minutes walk away. Cheltenham Spa railway station is 5 miles away, and easily accessible by local taxi.
- There are a few local shops and take away outlets located nearby within easy walking distance.

Arrival & Car Parking Facilities

- Arrival time is 3pm, please advise us before hand if you anticipate an early or late check in and we can see if we can accommodate your request.
- Parking is offered outside on the main street. We have a limited number of permits and these are offered on a first come first served basis.
- We are more than happy to offer assistance with luggage.

Main Entrance, Reception & Ticketing Area

- Upon arrival there are 5 steps leading into the lobby area. Each step is 20cm high, and there is no hand rail, only a wrought iron fence either side of the steps.
- Please ring the door bell upon arrival, as we generally keep the main front door closed.
- The width of the main front door is 100cm
- The lobby area then leads into a hallway with an internal door with a width of 89cm.

Public Areas - Hall, Stairs, Landing, Corridors etc

- The building does have a large number of stairs as it is a townhouse. There are no bedrooms located without having to use stairs or steps.
- The hallway leads into the dining area and then through to the bar.
- There are public toilets, ladies and gents, located down a narrow flight of stairs into the basement. There are 12 stairs, 19cm deep leading down to the basement. The toilet door widths are 69cm.
- Leading out from the bar area into the garden, there are 6 steps which are steep and narrow, being 16cm, and the doorway 85cm wide.
- Hallways are wide, and there are 12 stairs up to the first floor. 7 stairs up to the next landing. A further 10 stairs up to the 3rd landing. Then a final 10 to the top floor. There are banisters on the left hand side all the way up.
- To access the garden suite via the front entrance there are wooden steps leading down. There are 8 steps in total, and 20 cm depth. A wooden handrail is on the left hand side.

Public Areas - Sitting room, lounges, lobbies etc

- Our lounge/bar/breakfast area is comprised of one large room situated on the ground floor, accessed from the front of the property. We have ample seating areas of fixed and free-standing furniture, with a capacity of 25 people.

Public WCs

- We have 2 public toilets in the property, accessed down one flight of

12 steps. The doors are 69cm in width.

Restaurant / Dining Room, Bar & Bar area,

- All situated on the ground floor as mentioned previously.

Laundry

- We only have private laundry facilities.

Shop

- Not applicable.

Treatment room/s

- Not applicable.

Leisure Facilities

- Not applicable.

Outdoor Facilities

- Outdoor seating area used as an overspill from the bar down the rear steps (set of 6).

Conference & Meeting Rooms, Banqueting

- We have provision for meetings and small functions, and can comfortably cater for up to 20 covers.

Clubs & Entertainment

- We are located a 5min walk from Cheltenham town centre.

Bedrooms & Sleeping Areas

- Our bedrooms are situated over 4 floors in the main house, and across a courtyard with 8 steps, followed by a further 10 interior steps,

in our Coach House annexe. We have 3 doubles and 1 twin there, and 4 doubles, 3 twins and a single in the main house.

Bathroom, Shower-room & WC [Ensuite or Shared]

- All of our rooms have ensuite shower rooms two have baths.

Self-Catering Kitchen

- Our basement Garden Suite has a full self-catering kitchen, and is accessed down 12 steps measuring 19cm depth.

Caravans, Holiday Homes & Twin Units

- Not applicable.

Touring Facilities (Holiday Parks)

- Not applicable.

Boats - Narrow Boat, Cruiser & Hotel Boat

- Not applicable.

Attractions (Displays, exhibits, rides etc.)

- We are a 5min walk from museums and art galleries, and a similar distance from the Pittville Pump rooms, which provide facilities for weddings and concerts. We are a further 10min walk to the famous Cheltenham race course.

Grounds and Gardens

- We have a pretty, mature courtyard garden located between the front and back properties, down a flight of 6 steps measuring 16cm depth.

Additional Information

- Because of our location, we are a perfect stop-over for in-town

entertainment as well as a base for exploring the beautiful Cotswolds. Our room variety is quite comprehensive and caters for all tastes. We have a travel cot and high chair for our younger guests, wifi, flatscreen tv's in all rooms, some measuring 42in, and four-poster beds in two of our rooms.

Address: 20 Evesham Road,
Cheltenham,
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Fax: 01242 580102
Email: info@hildenhouse.co.uk
Website: www.hildenhouse.co.uk

Hours of operation: 7.30 - 11am, 3 - 10pm. Our earliest check-in time is 3pm, and latest 10pm. Our latest check-out time is 10.30am.

Emergency number: 01242 515181

Local public transport numbers:

Cheltenham Rail station: 0845 700125

Local accessible taxi numbers:

Starline: 01242 250250
AndyCabs: 01242 262611

Future Plans

- In Sept. this year, we are closing for 3 weeks for the final stage of our refurbishment when we will be re-decorating the main stairwell and the exterior front and back.

We welcome your feedback to help us continually improve if you have any comments please phone 01242 515181 or email info@hildenhouse.co.uk