



Access Statement For Moonlight Apartment

Introduction

Moonlight Apartment is on the second floor of a recently converted building in Durham City centre. For advice on particular needs, please email info@moonlightapartment.co.uk, or call 0191 378 7651 - we'll be delighted to hear from you.

Pre-Arrival

- You can check availability and find location maps and general information at www.moonlightapartment.co.uk. To make a reservation, simply phone, fax or email us
- Durham Railway station is 1 km away, with accessible taxis which we will book for you. If you're self-propelled and caught short, there's a RADAR toilet in the Prince Bishop's Centre 250 m away.
- If you need information in large print, just let us know
- To protect guests with allergies, and keep the Apartment smelling nice, we can't allow smoking or animals

Arrival & Car Parking Facilities

- We greet guests and introduce them to the Apartment: there's no rush or hassle
- There is a free, secure parking space in the underground car park. This has lift access to the Apartment, with no steps in the way

Main Entrance & Reception

- There is a door at street level 32 inches (813 mm) wide, and this gives access to a modern lift (with floor announcements) to reach the Apartment without any steps
- Between the lift and the Apartment, there are two self-closing doors which might be tricky for a lone wheelchair user without a degree of cunning or a walking stick

Public Areas - General (Internal)

- All areas are permanently well lit
- Corridors are carpeted in dark blue with white walls and brass door fittings

Public Areas - WC

- (Not applicable)

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- The nearest Restaurant / Bar / Cafe is on the ground floor of the block housing the Apartment, and has flexible furniture and staff, and no changes of level

Laundry

- There's a washer/ drier in the kitchen of the Apartment

Outdoor Facilities

- There is a pleasant boardwalk terrace overlooking the river which can be reached without steps from ground level

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- (Not applicable)

Bedrooms

- General: all bedding is Egyptian cotton / percale, some pillows contain feathers
- Downstairs bedroom - standard double bed, height from floor 350 mm
- Access either side of bed - 400 mm
- Door width 813 mm
- Bedside lamps are easily controlled from bed
- Beige carpet, white skirting, beige walls, white doors, brass fittings
- Upstairs bedroom - 2 single beds reached by spiral staircase

Bathroom, Shower-room & WC

- Door width 813 mm
- Not wheelchair accessible once inside
- Large shower enclosure with white base, beige walls, beige tiled floor
- Bath height 600 mm with hand-held shower
- Wall mounted towel rail radiator

Self-Catering Kitchen

- Spacious and accessible open-plan with living / dining areas
- Worktop height 900 mm
- Lowest refrigerator shelf 1000 mm
- Dishwasher, Oven and Washer/drier are fitted under worktop
- Some crockery and equipment is housed in cupboards 2 m above floor level but we can rearrange contents if necessary
- Work surface is black, kitchen units light brown, floor brown laminate, good lighting is provided

Additional Information

- A large format User Manual for the Apartment is available on request
- There is a phone with reasonably large buttons which is free for UK calls
- Free wireless Internet access is provided
- The TV & Sound system has wireless headphones which can be used to aid hearing

Contact Information

- Address: 32 St Andrews Court, Durham, DH1 3AH
- Telephone: 0191 378 7651 / 0794 439 2971
- Fax: 0191 378 1469
- Email: info@moonlightapartment.co.uk
- Website: www.moonlightapartment.co.uk
- Grid reference: NZ27324175
- Hours of operation: 24 hours
- Emergency number: 0191 378 7651 / 0794 439 2971
- Local carers: Please refer to
www.burrows.co.uk/durhamaccessguide/
- Local equipment hire companies: Home Independence Service,
0191 386 0742
- Local public transport numbers: Rail: 0845 7484950
Bus: 0871 2002233
- Local accessible taxi numbers: 0191 386 5316
- Shopmobility: 0191 386 8586

**We welcome your feedback to help us continuously improve.
If you have any comments please phone 0191 378 7651 or email
info@moonlightapartment.co.uk**