

Accessibility Guide – The Hideaway

Property Name: The Hideaway

Property Address: Whitby

Date Assessment Carried Out: 8 October 2025

Assessment Completed By: Shoreline Cottages

INTRODUCTION

Description of Property:

A three-storey apartment with five bedrooms on upper floors.

Use: Self-catering holiday apartment

Location Description e.g. city centre, countryside, coast:

Coast

Distance to nearest city, town, village:

The apartment is situated in central Whitby

How many bedrooms does the property have?

5

Are there any ground floor bedrooms – if so how many?

No

What internet access is available? Is it charged or free?

Internet access is available and is free

Mobile phone reception?

Yes

PRE-ARRIVAL**Name of nearest railway station:**

Whitby Town Station

Distance from nearest railway station:

Whitby Town Train Station is approximately 0.32 km from the apartment.

Details of local bus service – accessibility, frequency, distance of bus stops from property, route numbers etc.

There are frequent buses available from the main bus station located next to Whitby Station. The bus station is approximately 0.32 km from the apartment

Do you offer a collection service?

No

Describe the streets in the area surrounding the property e.g. paved / cobbled / level / uneven:

Paved and even

Information about local services for disabled people e.g. equipment hire, wheelchair repair, Shopmobility, RADAR toilets:**Equipment Hire**

Whitby, Scarborough and Rydale Disability Action Group

Church House Centre, Flowergate, Whitby. Tel: 01947 821001 email: Whitbydag.org.uk

Wheelchair repair

All Care Medical Ltd

Unit B3 St Hilda's business Centre

The Ropery

YO22 4 ET

01947 825 555

Shopmobility

Scarborough Shopmobility

5, Somerset Terrace, Scarborough YO11 2PA Tel: 01723 369910

Details of local stores where shopping can be ordered in advance for collection or delivery:

Sainsbury's and Tesco deliver to this area.

What information do you offer in alternative formats, such as large print and audio? E.g. Access Statement, brochure:

The Accessibility Guide can be made available on line which can be viewed in large print. There is no audio version available.

A 3D model of this property is available to view on our website to help gain a better understanding of the layout.

KEY COLLECTION, WELCOME & CAR PARKING

State where visitors need to go to collect the key i.e. the property, an office, elsewhere or sent by post:

The key is collected from a key safe located outside the property.

State if someone is available to welcome guests. If so, state whether a familiarisation tour of the property is offered:

A personal welcome service is not offered nor a familiarisation tour.

State whether parking is available on site or nearby and give the number of spaces available and distance to the property entrance:

There is no parking available at The Hideaway.

Please see our parking guide for further information:

[Shoreline -Whitby-Parking-guide.pdf \(shoreline-cottages.com\)](#)

Describe the type of surface from the car park to the main entrance e.g. level/stepped, firm/uneven, tarmac/gravel:

The surface from the Church Street car park is paved and even.

Describe any lighting in the car parking area and en-route from the car park to the property entrance:

There are street lights from the Church Street car park to the apartment.

ENTRANCE TO PROPERTY

How many steps, if any, to the entrance and is there a handrail(s)?

There are 14 steps from the ground level entrance up to the apartment. There are no handrails.

Describe any ramp available at the entrance; are there handrails on one or both sides of the ramp? State if no level access is provided:

No ramp or handrail. No level access provided

What is the clear door opening width? Taking into account any obstacles that may reduce the size of the opening:

85cm

Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:

The entrance hall is lit with spot lights

Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):

Short pile carpet

HALLS, STAIRS, LANDINGS, PASSAGEWAYS

Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:

The hall, stairs and landing are lit by spot lights

How wide are the passageways?

The stairs at its narrowest point is 83cm

Describe the floor surfaces e.g. tile, wood, rugs, carpet (thick/short pile):

Stairs short pile carpet and wood effect hard surface in hallway.

Describe the stairs e.g. Number of steps, landings, handrail(s):

There are 14 steps between the ground and first floor. There are a further 15 steps to the second floor. There are ten steps to the landing on third floor and a further 4 steps down the last bedroom.

SITTING ROOM / LOUNGE

Describe where the dining room is situated and how you access it i.e. is there level access, ramp(s) or step(s)? If steps, how many?

The dining area is within the lounge. There is level access (on the first floor)

What is the clear door opening width, taking into account any obstacles?

155cm at the narrowest point

Describe the layout within the sitting room/lounge. Is it level or are there steps? Are there large spaces between furniture, what type of seating and table are there e.g. high/low tables, couches, easy chairs?

The sitting room/lounge is level with plenty of space between the furniture. The sitting room/lounge has three sofas, a sideboard and 3 separate side tables. There is also a dining table and 10 dining chairs.

Is the furniture moveable?

Yes

Where there are TV's are subtitles/audio description available?

There is a television which has a subtitles facility.

Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:

The area is well lit from ceiling spot lights and table lamps

Describe the floor surface e.g. tile, wood, carpet (thick/short pile)

The floor surface is carpet with a short pile

Describe the colour contrast of the floor, walls and doorways:

White walls and a beige carpet

KITCHEN/DINER

Describe where the kitchen/diner is situated and how you access it i.e. is there level access, ramp(s) or step(s)? If steps, how many?

The Kitchen is on the first floor and has level access

What is the clear door opening width, taking into account any obstacles?

85cm at the narrowest point

Is there space around the table for a wheelchair?

There is no table but has an island with stools.

State the clear height underneath the dining table:

The island height is 90cm

Describe any places to eat e.g. is there a table and chairs in the kitchen? Describe the type of chairs, with/without arms?

The dining table is in the sitting room and has 10 wooden chairs without arms.

Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:

The kitchen is well lit with spot lights, ceiling lights and under cupboard lighting

Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):

Wood effect hard flooring

State the height of the oven, hob and microwave. Does the oven have a drop down or side opening door?

The hob is set into the work surface 90cm high

The oven has a drop-down front with a pull bar across the top.

The microwave sits on the work surface which is 90cm high

How high is the work surface/food preparation area?

90cm

State the height of the highest shelf and lowest draw of fridge:

The highest shelf is 130cm

The lowest shelf is 82cm

State the height of wall cupboards containing crockery, glasses etc. Can these be moved to lower level cupboards on request?

The wall cupboards are 150cm at the lowest point. Crockery, glasses etc can be moved if the request is made on booking the accommodation.

Describe the sink taps e.g. single mixer lever tap:

The sink has a mixer tap with separate hot and cold lever fittings

Describe the colour contrast of the floor and walls:

White walls and light brown flooring

BEDROOMS AND SLEEPING AREAS

Do you have any ground floor bedroom? If yes, how many?

No

What is the clear door opening width, taking into account any obstacles?

Second-floor. King bedrooms x3 All doors: 72cm

Third-floor : King and twin rooms. Both 72cm

Can furniture be moved around or removed?

Furniture can be moved.

What bed combinations are there e.g. double, twin, zip-link?

Four King-size beds

Two twin beds

What provision is there for a personal assistant/carers or friend/family member e.g. adjoining room, sofa bed in the room or lounge:

On each floor the bedrooms are easily accessible to each other

How wide is the space next to the bed(s)? (for wheelchair user to transfer onto bed):

This property has multiple staircases therefore not suitable for wheelchair users

What is the height of the bed(s) to the top of the mattress? What is the height of the clear space under the bed (if any)?

All King-size beds: 60cm

Twin beds: 40cm

Describe how well/evenly lit the area is and what type of lighting is provided e.g. ceiling spot lights:

The bedrooms are well lit by ceiling lights and table lamps.

Describe the colour contrast of the floor, walls:

All bedrooms have white walls with a beige carpet

Describe the floor surface e.g. tile, wood, rugs, carpet (thick/short pile):

All bedrooms have short pile carpets.

Give details of any non-allergenic bedding that can be provided:

Non-allergenic bedding can be made available. The request must be made six weeks prior to the date of the visit.

Are subtitles/audio description equipment available on televisions with instructions available on how to use it?

There is a tv in the twin bedroom with a subtitle option.

BATHROOMS, SHOWER-ROOMS AND TOILETS

Is there a ground floor WC:

No

Is there a ground floor Bath/Shower?

No

Is there level access to the bathrooms:

Yes on upper floors

Door Opening Width?

All bathrooms doors 60cm

Is there an accessible WC?

Yes on upper floors

Is there an accessible Bath/Shower?

Yes on upper floors

What is the height of the WC to seat?

All bathrooms 40cm

What is the height of the washbasin?

All washbasins 80cm

Is there clear space under the sink i.e. no pedestal?

All washbasins have pedestals or cupboard underneath

What type of taps are on the washbasin and bath? e.g. lever:

Master En-suite: Lever

All washbasins: mixer tap with 1 Lever

Bath has mixer tap with two levers.

Are there support/grab rails fitted where e.g. bath, shower, WC:

No

Type of Lighting:

The bathrooms are well lit by spot lights

Describe the floor surface(s) e.g. non-slip, laminate, tile, wood, rugs, carpet (thick/short pile):

Wood effect hard flooring in all bathrooms.

GARDEN

Describe the garden area that guests have access to e.g. patio and lawn:

There is no outside space at this property.

Describe whether these areas are flat/undulating, stepped etc.

N/A

Give details of what seating is available:

N/A

Describe the surface of the footpaths e.g. level/firm/uneven, is gravel used?

N/A

ADDITIONAL INFORMATION

State that you welcome assistance dogs. What facilities are offered to assistance dogs e.g. run area, water bowls?

Assistance dogs are welcome in all Shoreline properties.

Give details of local attractions and if they have an access statement:

Whitby Disability Action Group (DAG) have information on local attractions and their access arrangements on their website, their contact details are as follows:

Telephone: 01947-821001

E-mail: info@whitbydag.org.uk

Website www.whitbydag.org.uk

Whitby DAG have information leaflets on Mobility Equipment Hire, Where To Go, Getting Around Whitby and Where To Eat.

CONTACT INFORMATION**Business address:**

Shoreline Cottages Ltd
Brook House
Main Street, Elvington
YORK, YO41 4AA

Business telephone number: Tel: 01947 668888

Email: eng@shoreline-cottages.com

Website: <http://www.shoreline-cottages.com>

Business Hours:

The contact arrangements for anyone staying in a Shoreline Cottage are as follows:

Our local Manager, Billy, and his team can be contacted on 01947 668888 (select option 2) between 9am – 7pm every day of the year. Should you encounter any problems he will be happy to help. For any emergencies that you should encounter after 7pm please call 01947 668888 and select option 3 for our out of hours emergency service.

Local Accessible Taxi – www.traintaxi.co.uk indicate those firms that have wheelchair accessible vehicles:

Accessible Taxis

Harrisons Tel: 01947 600606

Parc taxis Tel: 07900 213054

Smilers Taxis Tel: 07881 467 725

Streamline Tel: 01947 603306