

Introduction

The hotel is situated off the A59, with wonderful views of the Ribble Valley. We are a 14 bedroom country retreat with a Michelin starred restaurant. We aim to provide unbeatable standards of service to all of our guests and we achieve this by the highest of standards in training. We have 14 guest bedrooms 4 of which are on the ground floor, one of these rooms is wheelchair accessible the other 10 bedrooms are all on the first floor. The following statement is a summary of our provision.

Awards Received

- Michelin Star
- AA 4 Black Star
- Quality in Tourism 4 Star Silver Award

Pre-Arrival

- We are approximately 7 miles from Blackburn town centre.
- There is a frequent bus service to Langho which stops approximately 5 minutes walk away.
- There is a local train station 5 minutes walk away with services to Manchester and Blackburn.
- There are a number of local taxi services that have accessible taxis if required. We can supply numbers.
- Our website - www.northcote.com provides pictures of all our guest rooms and further information about the services we provide.
- You can contact us by telephone, e- mail or fax. Please see the contact information section of this document for full details.

Arrival & Car Parking Facilities

- Please advise us of your anticipated arrival time so we may help with your luggage.
- We have 3 accessible entrances, Up a side ramp and through the Private Dining Room, Through the side entrance of the Dining Room and also round the far side of the hotel and down the corridor to reception.
- We have car parking available around the hotel. The car park has a tarmaced surface with 6 steps up to the front door. There is a pathway around the side of the hotel for wheelchair access, avoiding the steps.
- The car park is illuminated during the hours of darkness.

Main Entrance, Reception

- The front porch has a series of 6 steps leading up to the front door, wheelchair users must use the side entrance as the steps are too steep for a ramp.
- The front door is locked very late at night but we do have a bell.
- The entrance is carpeted.
- On arrival guests are shown to their room where their registration card is filled in and our facilities are explained.

Public Areas - Hall, Stairs, Landing, Corridors etc

- Our public areas are on the ground floor.
- The ground floor corridor leading to our 4 downstairs rooms and also our side entrance is 1m wide and is wood covered and then carpeted.
- The covering on the stairs and upstairs corridors is short-pile fitted carpet.

Public Areas - Sitting room, lounges, lobbies etc

- The lounge and bar area are all covered with short- pile fitted carpet.
- We have a selection of high and low level seating.

Public WCs

- We have one set of public toilets; there is a unisex accessible toilet.
- The toilet provides
- 150cm x 160cm free space of obstacles and doors.
- 1m transfer space to the right of the toilet.

- Floor is non slip tiles.
- There are vertical pull down rails on the sides of the toilet.
- There are lever taps on the sink
- There is a pull cord alarm that is sounded in reception.

Restaurant / Dining Room, Bar & Bar area,

- The restaurant is situated on the ground floor.
- There is a ramp to allow access to the seating level.
- The restaurant is table service only.
- Lighting is low level in the evenings. This can be increased if required.
- We are able to cater for varying dietary needs, please advise staff on booking.

Laundry

- Laundry and dry cleaning service is available Monday to Friday but not on Bank Holidays or weekends.
- Bags and lists are available in the bedrooms.
- Items sent out in the morning will be returned the same day in the early evening,

Treatment room/s

- There are no treatment rooms in the hotel.
- We recommend Chapels Spa in Brockhall Village please see contact information for details.

Leisure Facilities

- There are no leisure facilities.

Outdoor Facilities

- We have beautiful gardens including an Herb and Vegetable garden
- There is a croquet set and other outdoor games available.
- Staff are willing and able to escort guests with difficulties to the garden.

Conference & Meeting Rooms, Banqueting

- We have one conference room on the ground floor.
- The room is reached through the lounges.
- Lighting is even but can be dimmed by individual conference organisers.
- Please notify us in advance if any additional services are required for conferences.
- Access is available via a ramp at the side of the hotel.

Bedrooms & Sleeping Areas

- We have one accessible bedroom on the ground floor, which supplies specific facilities for guests with disability, these include,
- Wide but easy to open entry door.
- Level entry shower.
- Grab rails and seat for shower.
- Grab rails either side of toilet.
- Storage and wardrobes at both low and high level.
- Vibrating pillow and emergency alarm.
- Transfer space and turning of over 120 cm either sides of bed.
- Twin or double beds.
- Television with teletext and remote control.
- Flooring in bedroom is short pile carpet.
- Flooring in bathroom is non slip tile.
- Lighting levels are controllable and reading lamps are provided.
- Fridge is supplied in the room.

- Room service for light snacks is 24 hours.
- Bedding is all non feather.
- Non smoking room.

Additional Information

- If you require any assistance during your stay please contact reception. The Duty manager can also be contacted via reception.
- We have a set evacuation procedure - alarm bells are continuous, someone will come to your room and assist with evacuation out of the building.
- All staff have regular training which includes disability awareness training.

Contact Information

Address: Northcote
Northcote Road
Langho
Blackburn
BB6 8BE

Telephone: 01254 240555

Fax: 01254 246568

Email: sales@northcote.com

Website: www.northcote.com

Hours of operation: Reception 24 hours.

Local carers: Domiciliary care services
15A Moor Lane
Clitheroe
Lancashire
BB7 1BE

Local public transport numbers:

Lancashire United

Telephone 01254 260661

Local accessible taxi numbers:

Ribble Cars, 50 King Street, Whalley

Telephone 01254 824828

Chapels Spa

16 The Drive, Brockhall Village, Old Langho, Blackburn, BB6 8BJ

Future Plans

- There are plans to refurbish the Main Dining rooms in late 2009. planning permission has been granted for extra bedrooms and a spa.

Contact Telephone and Email Address

We welcome your feedback to help us continuously improve if you have any comments please phone 01254 244504 or email paula.seddon@northcote.com