

## Our Access Statement

The Oxenham Arms is a Virginia creeper clad 12<sup>th</sup> Century former monastery. The landscaped gardens at the rear provide a gateway onto Dartmoor, a truly magical setting. The needs of our guests are our main focus and we strive very hard to maintain a high level of service ensuring our guests come back time and time again.

The Oxenham Arms is of major historical interest, with many period features, and is Grade 2\* listed as a consequence. Whilst preserving the character of the building for future generations to enjoy it has also meant we are restricted in how we can alter and adapt the property particularly in terms of access for guests with limited mobility.

The purpose of this document is to give visitors that have yet to experience the Ox a little more information to fully plan their visit.

The Oxenham Arms has 7 beautifully presented bedrooms, 4 of them featuring oak four poster beds. On the ground floor we have two restaurants, our main bar and a cosy lounge.

### **We are pleased to offer the following services and facilities**

#### **Pre-arrival**

You can contact us on 01837 840244 or e-mail us at [relax@theoxenhamarms.co.uk](mailto:relax@theoxenhamarms.co.uk). Our website is at [www.theoxenhamarms.co.uk](http://www.theoxenhamarms.co.uk) which provides lots of information and many images. You can also get full directions on how to find us here.

The nearest railway station is Exeter, St David's and is approximately 20 miles from The Ox. There are regular buses from the station that stop nearby. Taxis are readily available from the station.

#### **Arrival and Car Parking**

Check-in is any time after 3pm and checkout is at 11am. If you would like to check in earlier or leave later please do ask and we will do our best to assist. If this proves to be difficult we are always happy to look after your luggage whilst you make the most of your time on Dartmoor.

Car parking is at the very front of the building and is on a firm tarmac surface. There is parking for 6 cars directly in front of the hotel with additional parking along the street or in the public car park, just a short walk away. We are always happy to reserve you a parking space if access is an issue. We will gladly take your luggage to your room for you.

#### **Main Entrance and Reception**

There are 3 granite steps up from the car park. The floor surface to the ground floor corridors are granite flagstones and are therefore by their very nature a little uneven. There is one small step halfway along the corridor.

From the main corridor you can access our bar to the left or our lounges a little further on or on the right our restaurant, Burgoyne's. Lighting in this area is atmospheric and guests that are visually impaired may need assistance, please ask.

The reception area is half way along on the right.

### **Our Bar**

From the main corridor there are two steps down into the bar area. The floor surface is slate flagstones. There is plenty of seating of various forms. This room enjoys a log fire most of the year.

### **Our Lounge**

A little further along the corridor, behind the bar, this room is also accessed by two steps down from the main corridor. This room is furnished with leather chairs and also features a log fire in the cooler months.

### **Our Restaurant, Burgoynes**

A small step up from the main corridor and you enter the restaurant. The floor is level and fully carpeted. The tables are large and there is plenty of space to move around. It is possible for wheel chair users to enjoy either restaurant area. Access along the side of the building means only one small step has to be encountered. All our food is prepared using the finest, seasonal local produce by our team of talented chefs. If you have any particular dietary requirements do let us know we can readily accommodate your needs. Please do ask, we are happy to provide every assistance.

### **Our bedrooms**

We have seven bedrooms. All the bedrooms are situated on the first floor. Access is via a single dogleg staircase, 13 steps in all. In addition access to all the bedrooms does involve either a small step up or down.

All the rooms are individually decorated with sumptuous fabrics, antiques and Egyptian cotton bed linen. All rooms have digital flat screen TV's, thermostatic radiator controls and wi fi internet access. Mobile phone usage is limited so all rooms have direct dial telephones. Four of the bedrooms have oak four poster beds. All beds are made up using duvets; let us know if you prefer blankets. Four of the bedrooms have super king size beds. One room has twin beds. All rooms have en-suite bathrooms, some with just a bath, a shower or both. Room service is available on request. Each room is furnished with a comprehensive information pack but please do ask if you need any additional information.

### **Public Toilets**

Located at the end of the main corridor. These areas are being fully refurbished in the later part of 2009 and will provide a range of fittings to make their use easy.

### **Our Grounds**

We have a lovely private garden to the rear of the property with unspoilt views of Dartmoor along with two paddocks where we graze our sheep. The garden is set on a hillside and therefore by its very nature may challenge guests with limited mobility.

### **Additional information**

The Oxenham Arms is now fitted with a state of the art fire detection system. It is tested every Monday morning at 11am. Each bedroom has its own alarm. On hearing the alarm please leave the building as quickly as possible.

Finally please do ask us for any assistance. Your full enjoyment is important to us, we are here to help.