



BIRKDALE

Birkdale House, Helm Road, Windermere, LA23 2NN

Accessibility Guide and Essential Information

Welcome

At Birkdale House we want to make your stay as enjoyable as possible. We aim to accurately describe the house and its associated services to give you confidence to make the most of your time at the property.

Birkdale House has been inspected by all our associated agencies and complies with the regulatory requirements for rental properties.

If there is anything which you cannot find in this guide, please do not hesitate to contact us:

Contact Numbers should you need them	
07843 375142	24 Hour Support
015394 45756	Matson Ground Estate Office
07980 927741	Managing Director
07951 725727	Owner
07811 295836	Daily Housekeeper



Access

- **This property is not suitable for guests who require a wheelchair or for those who have restricted mobility.**



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Level access

- The car park area is level and stone chipped.
- Access is through electric gates and via a lit driveway (motion sensors are at regular intervals along the drive).
- The main entrance to the property has level access with raised thresholds into the Porch and the Hall.
- There is level access (with some raised thresholds) from the Hall to:
 - The Boot Room/Cloakroom
 - The Drawing Room
 - The Kitchen
 - The Snug
 - The Dining Room
- There is level access from The Kitchen to the Utility Room and from the Dining Room to the Patio (through French doors where there is a wrought iron grill under foot).
- The rear of the property has level, stone chipped access through a side gate from the car parking area. There is some uneven paving at the rear door.
- There is a downstairs WC with shower.



Access with steps

- There is a step up from the rear porch entrance to the Utility area.
- There is a step up from the rear stone chipped area to the Garage.
- There are steps down from the Patio and Terrace area to the Garden with a handrail.
- There are large original stone steps down from the terrace to the Front Lawn.
- There are **steep** steps from the Utility to the Games Room and Cinema Room. A handrail is fitted and steps are marked.
- There is a step down from the Hall to the front Terrace (through a side door under the staircase where there is a wrought iron grill under foot).
- First floor access is via a large, wide staircase with half landing and large original stained glass window.



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Bedrooms

- All bedrooms are situated on the first floor.
- There are ensuite bathrooms to bedroom 2 (Peasedale) and bedroom 5 (Summergrove).
- All bedroom doors have automatic closers fitted.



Hearing

- All TVs have subtitle options.
- There are visual alerts on the emergency alarm.



Visual

- Steps to the cellar are clearly marked.
- Information can be provided in large print if required.



Information



Fire

- **The fire evacuation procedure is clearly marked and is located next to the Fire Alarm panel**
- The Fire Assembly Point is at the far side of the car parking area and clearly marked.
- The House is fitted with smoke/heat detectors and Carbon Monoxide detectors.
- Emergency evacuation routes are marked.
- Emergency lighting will activate in the event of power loss.



Babies and Children

- **Please be aware that there are typical hazards associated with a period property and parents should supervise their children appropriately.**



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- 3 Fireguards are available for the woodburning stoves.
- 2 safety gates are available on request .
- 2 Travel cots are available on request. **Please supply your own bedding.**
- 2 high chairs are available for use in the dining room.
- Plastic crockery and cutlery are available in the kitchen for use by small children.



Pets

- Two well behaved dogs are welcome at the property.
- Washable dog beds are provided (1 large and 1 small).
- A dog bowl, dog treats and poop bags are provided .
- Dogs may only use the ground floor or basement area of the property. **Please do not allow your dogs to sit on the furniture.**
- **Owners are politely requested to clear up after their pets.**



Telephone

- There is a landline telephone for use free of charge in case of an emergency.
- The number of this telephone line is: **015394 40897**
- The telephone will allow National calls only. International calls cannot be made from this telephone.



Prior to Arrival

- Booking will have been made via the website and your stay confirmed by email.
- Please ensure all 'Tailormade' requests are booked at least 3 weeks prior to arrival.
- Please ensure all specific requirements for the individual needs of your group have been communicated to info@birkdalewindermere.co.uk
- Please indicate at the time of booking if you will be requiring the Daily Housekeeper (see below for details).



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Meet and greet

- If arriving between 3pm and 6pm you will be met by a member of the Estate staff.
- A short familiarisation tour of the property is available.
- Keys to the property will be handed over.
- If arriving after 6pm, keys will be in a key safe at the rear entrance.
- A welcome hamper of local produce will be left for you to enjoy and a gift hamper courtesy of Matson Ground Estate Company Ltd.



Housekeeping

- A daily house-keeping service is available, if required. Please indicate at time of confirmation booking if you require this service.
- The Housekeeper will be available between 1030 and 1230 each day required.
 - Bins will be emptied
 - Kitchen tidied and wiped clean
 - Dishwasher loaded
 - Beds made
- For week-long stays, there will also be a mid-week change of towels and bed linen.



Shops and Amenities

- There is a **Tesco Express** in Bowness approximately 1/2 mile from the property:
 - Continue to the bottom of Helm Road and turn left
 - Tesco is by the mini roundabout
 - There is a large car park on Rayrigg Road.
- **Booths** is in Windermere approximately 1 1/2 miles from the property:
 - Continue to the bottom of Helm Road and turn right
 - Take the Lake Road to Windermere and continue past the Crescent taking the first right signposted Kendal
 - Take the right loop back towards the Crescent and take the immediate left turn to Booths.



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Banks and ATM's

- The nearest Bank to the property is Barclays in Windermere.
- There is an ATM on the Crescent in Windermere.



First Aid

- There is a First Aid kit in the Utility Room.
- In the case of an emergency call 999.
- In the case of non-emergency help for a medical matter call, 111.



Recycling

- We encourage guests to recycle their waste:
 - All Kitchen waste (including cooked food) can be disposed of in the kitchen caddy.
 - Please use the recycling pedal bin in the Utility room for plastic and paper.
 - Glass and bottles can be collected in the plastic container in the garage.
- All general waste is to go into the general bin in the Kitchen
- There is a black wheelie bin in the back yard for collection of this waste.
- All general refuse and recyclables will be collected at the end of your stay or mid-week during weekly stays.



Directions

Address: Birkdale House, Helm Road, Windermere, LA23 2NN



Travel by Air

- The nearest Airports to the Lake District are **Manchester** and **Liverpool**
- Transfer time from **Manchester** is approximately 2 hours by road



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- Transfer from **Liverpool** is approximately 1 ½ hours by road



Travel by Road

- From M6 North and M6 South
- Take exit 36
- Take 3rd exit towards South Lakes
- Continue onto A591
- Enter Windermere and take the left turn Bowness and the Lake
- After 1 ¼ miles turn left onto Helm Road
- Continue to the top of the road and turn right before the sharp left hand bend
- Take the first right signed Birkdale House and Brantfell
- Over the cattle grid and along the single track road, take the left entrance through the electric gates to Birkdale House.



Travel by Rail

- Trains from Oxenholme station near Kendal run frequently to Windermere Station.
- There is a taxi rank at the station.



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The nearest Hospitals with an A&E are Lancaster Royal Infirmary:



And Furness General Hospital in Barrow:





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Westmorland General Hospital in Kendal has a minor injuries clinic:



There are also two accessible Health Centres in the local area:

Windermere Health Centre, Goodly Dale, Windermere, LA23 2EG

St Mary's Surgery, Ambleside Road, Windermere, LA23 1BA

