Accessibility Guide for Skerrow

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Welcome

Skerrow is our dog-friendly holiday cottage that is accessed via an outdoor flight of steps up from a small courtyard. The accommodation is arranged over one floor. Its

light and airy open plan kitchen/dining /lounge area is fully equipped with everything you'll need to enjoy your self-catering holiday. Including a dining table and chairs and a cosy L-shaped sofa to curl up on as you watch a movie or listen to your favourite tunes.

At a Glance

Level Access

- The main entrance has 13 steps and a handrail. There is no lift and no ramp.
- There is level access from the main entrance to:
  - Skerrow's Lounge
  - Skerrow Lounge Area
  - Skerrow Apartment Terrace

Access with steps

- There are steps from the main entrance to:
  - New Galloway Cottages have an onsite laundry room. Opening times/booking details/operational guidance available from Shop or Property Letting Manager.
  - New Galloway Community Shop
  - New Galloway Cottages Garden

Bedrooms

- We have non-allergic bedding.

Level access bedrooms

- From the main entrance to the bedroom, there is level access.

Hearing

- The (bedroom) TVs have subtitles.
- Some staff have disability awareness training.

Visual

- Some parts of the venue have low lighting.

General

- Staff are available 24 hours a day.
- Some staff have disability awareness training.
- We have emergency evacuation procedures for disabled visitors.

Getting here

New Galloway Holiday Cottages
High Street
New Galloway
DG7 3RH

Travel by public transport

- You can get to Skerrow by bus, train and boat or ferry.
- The nearest bus stop is on the High Street in New Galloway. The bus stop is 0.0 miles / 0.0 km from Skerrow.
- The nearest train station is Ayr Railway Station. The train station is 36 miles / 58.0 km from Skerrow.
- The nearest port is Cairnryan Port. The port is 47 miles / 75.7 km from Skerrow.

Travel by taxi

- We have a transfer service for visitors. Wheelchair users can use the transfer service.
- Local bus and transfer services are offered by Galloway Community Transport based in New Galloway

Parking

- We have a car park. The parking is less than 50 metres from the main entrance. Parking is free.
- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.
- From the parking to the main entrance, there are 13 steps. There is no ramp and no lift.

Arrival

Path to main entrance

- From the street to the main entrance, there are 13 steps. There is no ramp and no lift.
- The path is sloped.

Main entrance

- The main entrance has 13 steps.
- This entrance has a handrail.
- The main door is side hung and manual.
- When you arrive, we can help carry your luggage.
- Complimentary Porter services are avaialble if requested at time of booking


Skerrow apartment has large entrance and patio doors for easy access

Getting around inside

Visual Impairment - General Information

- Some parts of the venue have low lighting.


Skerrow apartment is suitable for visually impaired guests with eco friendly lighting

Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, desk or table lamps and natural daylight.
- Lights are LED and energy saving. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- Skerrow apartment is maintained and cleaned to highest standards before each departure/arrival.
- We can move the bedroom furniture, to improve accessibility.
- From the main entrance to this area, there is level access.

New Galloway Cottages have an onsite laundry room. Opening times/booking details/operational guidance available from Shop or Property Letting Manager.

- From the main entrance to the laundry, there are 13 steps. There is no lift and no ramp.
- We have an iron and ironing board. You can use the ironing board sitting down.

Self catering kitchen

Skerrow's Kitchen/Diner

- We have an open plan kitchen.
- From the main entrance to the kitchen, there is level access.
- The work surface is available at a height between 650mm and 900mm.
- The hob is available at a height between 650mm and 900mm.
- The sink is available at a height between 650mm and 900mm.
- The oven is available at a height between 650mm and 900mm.
- The table and plates have high colour contrast.



Skerrow's kitchen is visually and physically impaired friendly

Lounge

Skerrow's Lounge

- From the main entrance to the lounge, there is level access.
- Skerrow apartment features an open plan design to all comunal areas

Lounge

Skerrow Lounge Area

- From the main entrance to the lounge, there is level access.
- Skerrow apartment features an open plan design to all comunal areas



Skerrow's Lounge Area is a large open plan seating area

Shop

New Galloway Community Shop

- From the main entrance to the shop, there are 13 steps. There is no lift and no ramp.
- New Galloway Community Shop supplies a wide range of products including many from locally based suppliers.
  Monday - Saturday 8:00 am to 6:00 pm
  Sunday 9:00 am to 4:00 pm
  Closed for lunch 1:00 pm to 1:30 pm



New Galloway Community shop adjacent to Skerrow apartment

Getting around outside

New Galloway Cottages Garden

- From the main entrance to the gardens, there are 5 steps. There is no lift and no ramp.
- The route is sloped.


New Galloway Cottages - Skerrow Apartment garden view

Terrace

Skerrow Apartment Terrace


Skerrow Apartment large, level area suitable for families

- From the main entrance to this area, there is level access.

Customer care support

Accessibility equipment

- We have an area to charge mobility scooters and battery powered wheelchairs.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Some staff have disability awareness training.
- Staff are available 24 hours a day.
- We have other services for people with accessibility requirements.

- Food & Drink delivery service to Apartments during shop hours.

Guide last updated: 8 July 2024