Accessibility Guide for Stroan

bookings@newgallowaycottages.com, 01644 420620, www.newgallowaycottages.com

Contact for accessibility enquiries: Maybelle Thomson 07715370992



Welcome

Stroan provides luxury holiday accommodation across two floors in a traditional Galloway stone cottage. Renovated to the highest standards it has maintained its character but has a modern, contemporary feel.

At a Glance

Level Access

- The main entrance has 1 step. There is no lift and no ramp.
- There is level access from the main entrance to:
  - New Galloway Community Shop

Access with steps

- There are steps from the main entrance to:
  - New Galloway Cottages Laundry
  - Stroan Apartment Lounge
  - Stroan Apartment family bathroom
  - High Street, New Galloway

Bedrooms

- We have non-allergic bedding.

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

Stroan
High Street
New Galloway
DG7 3RH

Travel by public transport

- You can get to Stroan by bus, train and boat or ferry.
- The nearest bus stop is on High Street, a short distance from Stroan Apartment in New Galloway The bus stop is 0.0 miles / 0.0 km from Stroan .

- The nearest train station is Ayr Railway Station. The train station is 36 miles / 58.0 km from Stroan .
- The nearest port is Cairnryan Port. The port is 47 miles / 75.7 km from Stroan .
- New Galloway is easily accessible from the A75, main Euro-route to Northern Ireland.

Travel by taxi

- We have a transfer service for visitors. Wheelchair users can use the transfer service.

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 is 1 step. There is no ramp and no lift. Parking/Drop off facility at main entrance to property.



Parking_drop off_outside of property

Arrival

Path to main entrance

- From the street to the main entrance, there is 1 step. There is no ramp and no lift.
- The path is sloped.

Main entrance

- The main entrance has 1 steps.
- The main door is side hung and manual.



Stroan_New Galloway_main entrance_from_front

Getting around inside

Visual Impairment - General Information

- Some parts of the venue have low lighting.



Stroan_open_plan_interior

Bedrooms

- All bedrooms have windows.
- Bedrooms have ceiling lights, bedside lamps and natural daylight.
- Lights are LED. TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- We can move the bedroom furniture, to improve accessibility.
- The bedroom nearest the main entrance has 0 steps.
- We have bathrooms with a separate shower.
- We have bathrooms with a bath.

- The walls and the fittings have high colour contrast.

New Galloway Cottages Laundry

- From the main entrance to the laundry, there are 2 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

Stroan Apartment Kitchen

- We have an open plan kitchen.
- From the main entrance to the kitchen, there are 14 steps. There is no lift and no ramp.
- 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.

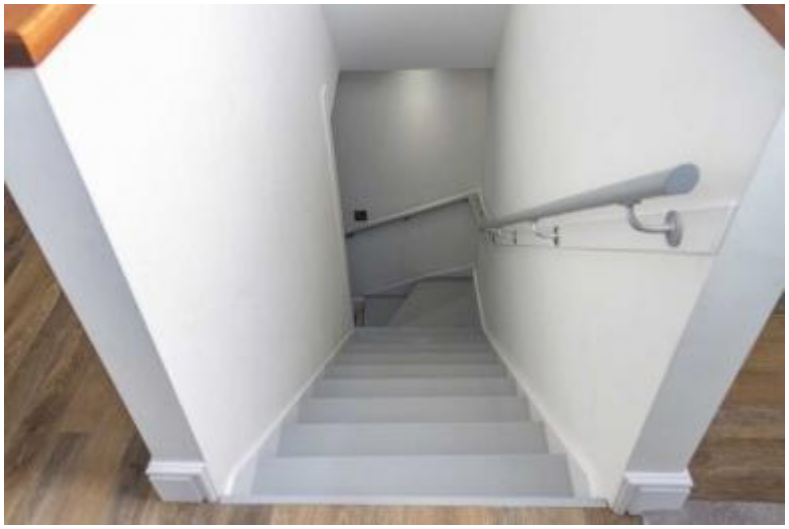


Stroan_New Galloway_open plan_kitchen

Lounge

Stroan Apartment Lounge

- From the main entrance to the lounge, there are 14 steps. There is no lift and no ramp.
- There is a stairway accessed directly from main entrance hall for access to the open plan living area.



Stroan_New Galloway_stairway_access to living area

Shop

New Galloway Community Shop

- From the main entrance to the shop, there is level access. The route through the shop is 800mm wide, or more.



Community Shop_New Galloway_interior

Stroan Apartment family bathroom

- From the main entrance to this area, there are 16 steps. There is no lift and no ramp.
- Access to the family bathroom has two steps up from main living area on first floor



Stroan_New Galloway_family bathroom access

Getting around outside

High Street, New Galloway

- From the main entrance to the area, there is 1 step.
- The main entrance to Stroan opens onto High Street, New Galloway which allows access to the Community Shop next door and all other visitor facilities including The CatStrand Community and Arts Centre.



Stroan Apartment_New Galloway_aerial view

Customer care support

Accessibility equipment

- For a list of more items, please go to https://www.thecareshopdumfries.co.uk/.
- You can hire mobility equipment from The Care Shop, Dumfries by calling 01387 251255.

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.
- Maybelle Thomson can be contacted on 07715 370992 for emergencies out with Shop opening hours.

Guide last updated: 8 July 2024