

WESTBROOK COURT ACCESS GUIDE

Westbrook Court is a restored 17th-century farmhouse with contemporary guest accommodation set within three acres of rural Herefordshire countryside.

We've set out a range of accessibility options for a variety of needs at Westbrook Court. However in the first instance, please contact us so we can personalise your enquiry to make sure that we can host you and provide for any additional needs that you may have.

Because of the age and character of the property, **Westbrook is not fully wheelchair accessible throughout**. There are changes in level, stairs, gravel and uneven outdoor surfaces. However, we have made practical adjustments where possible and want guests to have clear information before booking so they can decide whether Westbrook will meet their individual needs.

We are always happy to discuss requirements before arrival and, where possible, make reasonable adjustments to help guests enjoy their stay.

Step-free access & mobility

Guest Suite 1 is our most accessible bedroom and is situated within the modern guest accommodation. It has near-level access from a designated extra-wide parking space, a step-free entrance to the bedroom and ensuite shower room, and a wider shower entrance. Two styles of shower chair are available and grab rails can be provided on request.

The main farmhouse is **not step-free**. There is a small step at the red front door entrance and the historic building contains changes in level, stairs and some tighter corners. Furniture within communal areas can sometimes be repositioned before arrival to improve circulation.

The gardens and grounds include lawn, gravel, fields and naturally uneven surfaces. The woodland and field walks are countryside paths and should **not be considered wheelchair accessible or suitable for guests requiring completely level, firm surfaces**. Appropriate outdoor footwear is recommended.

Bedrooms & bathrooms

Westbrook has **nine bedrooms and eight bathrooms** across the farmhouse and guest accommodation.

Guest Suite 1 is single-level and provides the best arrangement for a guest with reduced mobility. Other guest suites are split-level, with stairs between their living/sleeping areas, and the farmhouse bedrooms are reached by stairs.

Bathrooms vary considerably: some have separate baths and showers, while others have different configurations. If getting into a bath, using steps or accessing a shower is difficult, please contact us **before allocating bedrooms** and we can advise which room is most appropriate.

There is also a shower room/WC on the ground floor of the main farmhouse.

Westbrook near Hay on Wye, HR3 5SY

Call or Text Us 07966535674 Email Us stay@westbrookcourt.co.uk

VAT Registration Number: 391 2121 24

Parking & arrival

There is private on-site parking for up to **10 cars**. Guests enter through the gated driveway and park in the designated area beside the red-brick barn.

There is an additional extra-wide parking space can be made available close to Guest Suite 1, with a near-level route between the parking space and suite.

Before publishing this guide, we will add:

- Distance from accessible parking space to Guest Suite 1: **10 metres**
- Distance from main parking area to farmhouse entrance: **30 metres**
- Clear doorway width to Guest Suite 1: **[measure] 80 cm**
- Clear bathroom/shower entrance width: **[measure] 80 cm**

If parking immediately beside the accommodation is important, please tell us before arrival.

Stairs

Guests should be aware that Westbrook contains **multiple staircases and changes of level**.

Most farmhouse bedrooms are upstairs, while several guest suites are split-level. Some external recreational areas and outbuildings also have uneven access. Stair gates can be fitted in appropriate areas for young children when requested in advance.

There is no passenger lift.

Guests unable to use stairs should discuss their requirements with us before booking.

Lighting & visual considerations

Westbrook combines a historic farmhouse with contemporary accommodation. Lighting levels and surfaces therefore vary across the property.

We recommend that guests with reduced vision take particular care around **stairs, changes of level, gravel, field paths and outdoor areas after dark**.

If additional lighting, leaving particular lights on for arrival, or removing/repositioning small pieces of furniture would make your stay safer or easier, please ask us in advance and we will accommodate this where practicable.

We cannot provide specialist visual-access equipment or guarantee that all areas meet the needs of guests with significant visual impairment.

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Hearing considerations

Westbrook is an exclusive-use property rather than a staffed hotel, so guests should be aware that we do **not currently provide specialist hearing-access equipment such as vibrating alarms, hearing loops or visual door-alert systems.**

If you have a hearing impairment, please contact us before booking so we can explain the property layout and discuss whether Westbrook will meet your needs.

Quiet spaces & neurodivergent guests

One advantage of Westbrook Court for groups is that guests do not have to remain together all the time.

There are numerous separate sitting and retreat spaces across the house and guest suites. The guest annexe suites have their own private lounge areas, and there is also a quieter work/study space away from the main traffic areas of the house. Outside, guests can find quieter spaces in the gardens, fields and woodland.

For neurodivergent guests or anyone who may find busy group environments overwhelming, we can help identify **quieter bedrooms and retreat spaces** before arrival.

We are also happy to provide clear information about the property layout and sleeping arrangements in advance, and groups are welcome to ask questions about anything that may cause uncertainty.

Westbrook Court cannot, however, guarantee a completely sensory-controlled environment. Groups have exclusive use of the property, so noise levels will depend partly upon the other members of your own group. There may also be normal rural sounds, livestock, wildlife and agricultural activity nearby.

Food allergies & dietary requirements

Westbrook Court is self-catering, giving groups considerable control over their own food preparation.

If you choose to use one of our recommended private chefs or caterers, dietary requirements and allergies should be discussed **directly with the caterer before booking.** Our recommended caterers offer menus covering a range of dietary requirements.

Because the kitchen is used by many different guest groups, **we cannot guarantee an allergen-free environment or absence of cross-contamination.**

Guests with serious allergies should therefore make their own assessment of whether the shared self-catering kitchen is suitable for them.

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Assistance dogs

Assistance dogs are welcome where required by a disabled guest. Please let us know before arrival so that we can discuss the most suitable bedroom and access arrangements.

Westbrook Court is surrounded by working countryside and livestock may be present in neighbouring fields or on walking routes. Assistance dogs should therefore remain under appropriate control around livestock.

What Westbrook cannot accommodate

We would rather be clear before somebody books than disappoint them on arrival.

Westbrook **cannot currently provide:**

- wheelchair access to every bedroom, bathroom or communal area;
- step-free access throughout the historic farmhouse;
- lift access to upper floors;
- completely level access throughout the gardens, fields or woodland;
- fully accessible countryside or woodland paths;
- specialist hoists or height-adjustable beds;
- specialist hearing loops, vibrating alarms or equivalent hearing-access equipment;
- a fully sensory-controlled environment;
- guaranteed allergen-free food-preparation facilities;
- hotel-style 24-hour staff or personal care assistance.

Guests who require **continuous wheelchair access throughout the whole property, specialist personal-care equipment or guaranteed level access between all facilities** are therefore unlikely to find Westbrook Court suitable in its current form.

That doesn't mean we automatically exclude somebody with those needs. **Please talk to us first.** We can explain the property honestly, discuss what adjustments we can make and allow you to decide whether Westbrook Court will work for you.

Before your stay

Every person's requirements are different. If anyone in your group has mobility, visual, hearing, sensory, cognitive or other access requirements, please contact us before booking.

We can talk through bedroom allocation, parking, routes around the property and any reasonable adjustments we can make before you arrive.

We look forward to hearing from you.

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