



St Hellena
— Bed & Breakfast —

Access Statement

We aim to cater for all needs in our 2 bedroom B & B. Any specific questions please ask
Contact us by phone or e mail details below
E Mail mcguinness@st-hellena.fsnet.co.uk
Telephone 01720 423231
Shirley and Liam are proprietors and live on site.

PRE ARRIVAL

We are situated on a quiet side road off Hugh Street in the town. All eating places, function rooms and boat trips are within a short walking distance and we are not on a hill.

ARRIVAL BY SKYBUS

A mini bus will be waiting outside the airport and for a small charge will bring you to our door.

ARRIVAL BY HELICOPTER

A bus will be waiting outside the heliport and for a small charge will bring you to within 200 yards of our establishment.

ARRIVAL BY BOAT

The quay is approximately 4mins walk from our B&B. On booking I provide an easy to read map with directions of how to find us. We do not have our own transport but this can be arranged if necessary. Passengers on the boat can have their luggage delivered to our door by The Island Carriers. There is a small charge for this service but it is well worth it. Passengers requiring this service must ensure that our address is on the label on each case when depositing luggage in the container at Penzance.

ARRIVAL

- If you arrive on the Islands by an early flight you are very welcome to introduce yourselves and leave your luggage. The rooms are usually ready by 12noon.
Assistance with luggage is always offered where possible.
- The entrance is accessed through a small front garden with 2 steps approaching the front door. The door has an automatic flood light at night.
Once through the door and porch there is one straight flight of stairs consisting of 13 steps. There is a sturdy hand rail and the stairs are carpeted.
- Guests will be escorted to their guest room on the 1st floor, facilities will be explained as well as local eating places. A local map is provided for the guests personal use. More information is in a folder in the rooms plus additional info on the landing and books of local interest.
- We do not have central heating but the rooms have wall mounted electric heaters which are regulated by a thermostat.
- Hot water is available at all times throughout the day.

BEDROOMS

The Double Room – is en-suite with a shower with a single door and a low step into it, toilet and wash basin.

- The Bed – is a standard 4ft 6ins double bed with access on both sides. The bedding consists of hollow fibre anti-allergenic duvets and pillows (more pillows can be provided on request) Extra blankets and hot water bottle are provided in the wardrobe.
- Furniture - there is a dressing table with drawers, 2 bedside tables with drawers and lamps, a chair with cushion and a wardrobe.
- Tea/coffee making facilities and TV with remote control.

The Twin Room – is not en-suite but has a large shower and toilet next door to it and is private to that room. A key is in the door. It consists of a large corner shower (just a small step over) A sturdy hand rail is provided in the shower for extra support. There is toilet , wash basin, heated towel rail and a window with frosted glass opening to the back.

- The Twin Beds are standard 3ft single beds with access in the centre. The bedding consists of hollow fibre anti-allergenic duvets and pillows (more pillows can be provided on request) there are also extra blankets in the wardrobe. In addition there is a bedside table with a drawer and a lamp, chest of drawers, 2 stand chairs with cushions and a wardrobe. Tea/coffee making facilities plus remote control for the TV.
- Both Rooms have high quality fitted carpets and lino in the shower rooms. Each room has its own key which is the guests responsibility when taken out.
- In addition I provide clock radios, (speaking clock available on request) hot water bottle, sewing kit, torches for emergencies, hair dryer, liquid soap, shower gel and shampoo.
- A fridge is available on the landing.

BREAKFAST

- Breakfast is served downstairs in the dining area on the ground floor. The dining area consists of 2 tables with 4 movable chairs on a laminated floor. There is a French door opening onto a small back garden.
- Guests are welcome to use the garden throughout the day. An ash tray, umbrella for sun or rain, table and chairs are provided. The garden can be accessed through a back gate.
- Local produce is provided when possible and any special diets catered for e.g. Vegetarian/Vegan/Diabetic/Gluten Free. Any special requests I will do my utmost to oblige.
- Early Breakfast can be provided for guests catching early flights or pleasure boats.

ADDITIONAL INFORMATION

- The Front Door – is never locked so you are free to come and go as you please day and night.
- Local Calls – can be made from our land line e.g. booking tables for evening meals. The only reliable signal for a mobile phone is from Vodafone.

DEPARTURE

- Early Flights – Early breakfast can be arranged.
- Luggage – A pickup for luggage on the boat can be arrange but I will need this information prior to day of departure.
- Payment - in full will be required before departure. Please note I do not have facilities for payment by card. A cheque or cash will be fine. There is a cash point a few yards from our premises and most shops and public houses do cash back.
- We aim to make your holiday on The Isles of Scilly as pleasant and relaxing as possible. Any comments or suggestions do not hesitate to tell us.