BESPOKE COTTAGES

GLADWINS farm

Last updated on: 16 June 2025

Accessibility Guide

Welcome

Gladwins Farm is committed to offering inclusive, accessible, and memorable stays for all guests. Our rural holiday cottages and eco-lodges are surrounded by nature and designed to be as comfortable and flexible as possible for families, couples, and groups with varied access needs.

We know that accessibility is not "one-size-fits-all," so we encourage open conversations with our guests to ensure individual requirements are met.

Pre-Arrival

- Full information is available on our website: https://gladwinsfarm.co.uk
- Telephone and email support is available for booking and access enquiries
- Visual guides and site images are available upon request
- Nearest train station: Colchester (with accessible taxi services to Nayland
- Step-free taxi services can be booked in advance

Parking

- Designated accessible parking spaces available close to select cottages
- Level access from parking to accommodation via paved or compacted gravel paths
- Assistance with luggage can be provided upon request
- Exterior lighting for night-time visibility

Accommodation

Some of our cottages and eco-lodges offer:

- Level thresholds and ramp access
- Ground-floor bedrooms and bathrooms
- Grab rails and shower stools (on request)
- Wide doorways and open-plan layouts
- Contrasting fixtures for visual orientation
- Hypoallergenic bedding and fragrance-free cleaning available

Please contact us to discuss which accommodation best suits your needs.

Toilets & Bathrooms

- Some properties include a ground-floor WC and walk-in shower
- Portable hand rails and toilet seat raisers (on request)
- Non-slip bath and shower mats

01206 262 261 | contact@gladwinsfarm.co.uk | gladwinsfarm.co.uk

Harpers Hill, Nayland Suffolk CO6 4NU

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Public Areas

- Level or gently sloping paths across the property, with a steep hill as you enter the farm
- Communal areas include:
  - Accessible play areas and lake views
  - Picnic tables with nearby rest points
  - Farm animals on-site
  - Woodland Walk
  - Swimming Pool
  - Tennis Court
  - Step-access to on-site shop
- Our reception, which is staffed during arrival hours, isn't step-free. However staff have visible access within the reception to meet and greet any guests at the foot of the steps

Additional Facilities

- Heated indoor swimming pool step-free access and hoist availability
- Outdoor play area with level access for some surfaces
- Woodland Walk parts are accessible for all-terrain wheelchairs or Tramper hire (not currently offered onsite)
- On-site shop with single-step for access

Assistance Dogs

- Assistance dogs are welcome at no extra charge
- Water bowls available on request
- Designated toileting areas with outdoor waste bins
- Quiet woodland walks suitable for dogs

Sensory Considerations

- Low-noise natural setting ideal for guests with sensory sensitivities
- Quiet units can be allocated on request
- No background music in public areas

Emergency Procedures

- Evacuation plans available in written and verbal formats
- Staff trained in accessibility-inclusive safety protocols
- Vibrating or visual alarms not currently fitted, please let us know if you require alternative alert systems

Feedback and Contact

We welcome all feedback to help us improve accessibility for future guests. If you've experienced a barrier or have a suggestion, please let us know.

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