

Wingletang Guest House Access Statement **Visit Britain 4 Star Silver Award & Breakfast Award**

Introduction Wingletang Guest House is conveniently situated, overlooking the park, within a short level walking distance of all amenities in Hugh Town, including daily boat trips from the harbour, island bus tours, churches, slide presentations and local theatre productions. There are 2 sandy beaches within a just a minute's walk from the house.



A fine example of early 19th century traditional Scillonian architecture, Wingletang has been carefully updated ensuring a fine, cosy, traditional character, but also offering the comforts of today. Rooms are of typical cottage-size proportion and all bedrooms, located on either the first or second floor, are accessed by an original staircase.

In Response to the Coronavirus Disease (Covid-19) Pandemic We would like give reassurance that we are following official guidelines and have reviewed our working procedures and practice in the guest house accordingly, to mitigate any transmission of Covid-19 - as much as it is possible. Updated information will be communicated to all bookings within a reasonable period before the arrival date.

Pre-Arrival Information St Mary's is the largest of the 5 inhabited islands of the Isles of Scilly; there are 3 ways to reach us from the mainland:

By airplane from Exeter, Newquay or Land's End. Minibuses collect passengers and luggage from St Mary's airport and drop-off at Wingletang is usually within 10-minutes, with a small charge for this service. Collection can be arranged with driver for return.

By sea on Scillonian III from Penzance

Luggage clearly labelled for Wingletang Guest House will be delivered by local carriers, usually within half an hour of guest arrival. A small charge is made for this service and collection can be arranged for return. Wingletang is within a 7-minute walking distance from the quay.

Enquiries for either of the above, may be made to Isles of Scilly Travel Company, Steamship House, Quay Street, Penzance, TR18 4BZ. Telephone: 0845 710 5555
email: sales@islesofscilly-travel.co.uk website: www.islesofscilly-travel.co.uk

Or, helicopter from Penzance. Telephone 01604 817115

email: info@penzancehelicopters.co.uk website: www.penzancehelicopters.co.uk

Families are welcome at Wingletang, but we are unable to offer facilities for babies or infants and therefore only accept bookings for families with children over the age of 6 years.

For practical reasons, we are unable to accept bookings for guests accompanied with pets.

Menus can be provided in large print if required, but we regret we do not have facilities to prepare documents in Braille.

Arrival Information We like to welcome guests personally, therefore please advise us of your mode of transport and estimated arrival time. We offer assistance with luggage.

Check-in time is at 4pm, however, if you arrive on St Mary's earlier than this, please come straight to Wingletang, where you will be welcome to leave your luggage, or access the room if it is ready earlier.

Main Entrance The front door is normally open, but please ring the doorbell on arrival.

Guest Accommodation - Public Areas From the main entrance and hallway, the guests' lounge is on the right and the dining room to the left.

There are 12 carpeted stairs leading to the bedrooms on the first floor, with banister or handrails on either side.

An additional toilet available for our guests' use, is located off the hallway on the ground floor.

Local information, maps and notices are displayed in the hallway.

Lounge and Dining Room Guests are welcome to use the lounge at any time.



The lounge is carpeted and has a multi-fuel burning stove, which is mostly used in the winter and early or late season; there is also an electric fire and central heating which is on when necessary.

The dining room is carpeted, this is where breakfast and evening meals are served.

A set menu is offered on 4 nights of the week, from Tuesday to Friday, with dinner served at 6.30pm.



Breakfast is usually served from 8.00am to 8.30am, although earlier times can be arranged.

Bedrooms Single, Double and Twin/Double bedded rooms, each with en suite facilities. Also, another 2 Single rooms, each with part en suite facilities of toilet and wash basin, then a separate shower shared between the occupants of these 2 rooms. All Double beds can be accessed from both sides.



All bedrooms are carpeted and have in them a flat screen TV with a remote control, complementary beverage making facilities and toiletries. Clean toweling gowns, hair dryers, etc, are provided on request.

Beds are normally made with duvets, but a top sheet and blankets can be provided, if preferred.



Bedrooms have a wardrobe, drawers, full-length mirror, also an information folder about Wingletang and emergency contacts of hospital, doctor, etc.

Additional information Fire extinguishers located in the corridors. Smoking is not permitted.

In the event of fire, a siren will sound for the building to be evacuated. Please advise us of hearing impairment, or if the need of further assistance is required in the case of evacuation. The building can be evacuated via the front door and guests are asked to assemble on the pavement on the opposite side of the road.

We cater, with advanced notice, for special diets or food dislikes, offering a simple alternative. The safety of our guests is of highest priority and while we make every effort to prevent cross contamination of allergens in our kitchen, however, we cannot guarantee that any food item we make is 100% free of any specific allergen and those with serious allergies who may react to a trace of an allergen, it is important to recognise that even with high level of controls, there may still be traces of allergens present in the food in which case it may not be suitable for them to eat it.

A fridge on the landing is provided for our guests' use, along with labels for dating and identification.

Free Wi-Fi in all areas of the house, although mobile phone reception at Wingletang and the surrounding area is not good, Vodafone is the best network signal on the Islands.

We are committed to providing an excellent customer service and pleased to offer advice about Wingletang Guest House, local information, or any aspect of holidaying on the Isles of Scilly, either by telephone or email before arrival, or personally during your stay at Wingletang.

Opening Times Most of the year, closing for maintenance during the winter period.

Future plans for Wingletang General maintenance and improvements are continuous.



For further details, or if you have any comments about services we provide, please do not hesitate to contact us.

Wingletang Guest House
The Parade, St Mary's, Isles of Scilly TR21 0LP

+44 (0) 1720 422381

enquiries@wingletangguesthouse.co.uk

www.wingletangguesthouse.co.uk

