



Accessibility Guide for The Croft

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Contact for accessibility enquiries: Rob Martin



Welcome

Eildon Melrose Holiday Cottages are a converted eighteenth century farm steading forming six self-catering cottages, five of which are wheelchair accessible. The Croft is a three bedroom cottage that sleeps up to 5 people.

There is a single bedroom on the ground floor with an en-suite wet room shower. The bed in this room is manually height adjustable (request preferred height when booking). There are two twin bedrooms and a separate bathroom on the first floor. One of the bedrooms upstairs can be made in to a superking size double bed. It is cosy,

warm, well equipped and the ground floor is fully adapted to ensure accessibility for disabled and less able visitors.

Situated just outside Melrose it boasts magnificent views over the Tweed Valley and surrounding countryside.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Ground Floor Bedroom
 - Lounge
 - Dining area
 - Kitchen
 - Open Gardens

Bedrooms

- We have non-allergic bedding (no feathers).
- We have a mobile hoist available for hire.

Level access bedroom

- The route to the bedroom is 750mm wide, or more.
- The bedroom door is 750mm wide, or more.
- There is unobstructed floor space 1200mm by 900mm, or more.
- The ensuite bathroom has a level access shower.

Hearing

- The TV (in lounge) has subtitles.

Visual

- The walls and the doors have high colour contrast.

General

- Some staff have disability awareness training.

Getting here

Eildon Melrose Holiday Cottages & Log Cabins - The Croft
Dingleton Mains
Melrose
Roxburghshire
TD6 9HS

Travel by public transport

- You can get near to The Croft by bus and train.

- The bus stop is 0.5 miles / 0.8 km from The Croft .
- The nearest train station is Tweedbank . The train station is 2.5 miles / 4.0 km from The Croft .
- Direct line from Edinburgh City Centre.
- You can get a taxi with Five Star Taxis by calling 01896 756 789. The taxi company has a wheelchair accessible vehicle.

Parking

- We have a car park. Parking is free.
- There is a car parking space for one car at the main entrance. The drop-off point does not have a dropped kerb.
- From the car park to the entrance, there is level access. The route is 5000mm wide, or more.



Arrival

Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 5000mm wide, or more.

Main entrance

- The main entrance has level access.
- The main door is side hung and manual.
- The door is 900mm wide.

Getting around inside

Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.

Bedrooms

- All bedrooms have windows.

- Bedrooms have ceiling lights, bedside lamps, desk or table lamps and natural daylight.
- Lights have LED bulbs.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All upstairs bedrooms have fitted carpets. The ground floor bedroom has hard flooring.
- All of our bedding is luxury micro-fibre with no feathers
- We can move the bedroom furniture, to improve accessibility.
- The ground floor bed is manually height adjustable (request preferred height when booking).
- We have a mobile hoist available to hire.



Accessible bedrooms

Accessible bedroom Ground Floor Bedroom

- The route to the bedroom is 1000mm wide, or more. The bedroom door is 900mm wide. There is 1500mm at the side of the bed. The bed is 580mm high (can be adjusted higher or lower). There is 50mm under the bed (bed can be raised to increase space under the bed).
- There is a low clothes rail. You can use the rail sitting down.
- The bedroom has a single bed. The bathroom is ensuite. The bathroom door is 900mm wide.
- The bathroom has a wetroom shower. A shower chair can be provided (request at time of booking, a standard shower chair, one with small wheels or a self propelled shower chair with a large back wheel). The shower has a handrail.
- The toilet has drop down handrails. The direction of transfer is to the left. There is 1300mm in front of the toilet. The toilet seat is 440mm high.
- The basin is 740mm high. The taps are lever operated. There is space under the basin, with no pedestal.
- The bed is manually height adjustable and we can put on a thinner mattress for guest requiring a low bed height.





Self catering kitchen

Kitchen

- We have an open plan kitchen.
- From the main entrance to the kitchen, there is level access.
- The route is 1200mm wide, or more.
- The work surface is available with clear underspace and available at a height between 650mm and 900mm.
- The hob is available with clear underspace and available at a height between 650mm and 900mm.
- The sink is available with clear underspace and available at a height between 650mm and 900mm.
- The oven is available at a height between 650mm and 900mm.
- The table and plates have high colour contrast.
- The fully equipt kitchen is fully adapted for wheelchair users, including lower work surfaces with space underneath and units that are on wheels.



Lounge

Lounge



- From the main entrance to the lounge, there is level access. The route is 1200mm wide, or more.

Getting around outside

Open Gardens

- From the main entrance to the gardens, there is level access.
- The route is 4500mm wide, or more.
- There are open garden areas around the cottage with grass lawned areas and paths which are wheelchair accessible. There are picnic benches, bench seats, bird feeders and BBQs .

Customer care support

Accessibility equipment

- We have a range of equipment available to use (additional hire charge for some) as follows: Mobile hoist (electric or manual), raised toilet seat, adjustable bed height, pressure relieving mattresses, cot sides, loop handled bed stick, stand-aid, shower/toilet chairs (with or without wheels), commode
- For a list of more items, please have a look at the Accessible Equipment List on the Accessibility page on our website.
- We have an area to charge mobility scooters and battery powered wheelchairs by arrangement, depends on the type of scooter, please ask to speak to Rob Martin
- You can hire mobility equipment from Galashiels Mobility by calling 01896 752951.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- All cottages have been inspected by the Fire Service (2017) and comply with Fire Safety Regulations. There are mains wired smoke and heat detectors fitted for early fire detection. Evacuation is via the front door of each cottage for wheelchair users.

Customer care support

- Some staff have disability awareness training.
- The Proprietor, Rob Martin, lives on site and will visit guests after their arrival to check they have everything they need and know how everything works. The Proprietor is then contactable by telephone if any further assistance is required and is always happy to help where possible.

Guide last updated: 25th August 2025