Accessibility Guide for Spinnaker, Custom's House

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Welcome

Spinnaker apartment is situated on the first floor of the Custom's House building, with its own private ground floor access.

Access to the property is via a public slipway through a side door with a shallow step. This leads into an inner lobby with a wooden floor. 10 carpeted steps wind up to an inner landing with a wooden floor.

Spinnaker offers part-ensuite accommodation for 5 guests in two double / twin bedrooms and one single bedroom. The apartment has stunning sea views from the living room and one of the bedrooms. The property is furnished & equipped to the highest specification, complete with digital TV and Wi-Fi.

At a Glance

Level Access

- The main entrance has 1 step. There is no lift and no ramp.

Access with steps

- There are steps from the main entrance to:

– Bedroom

Bedrooms

- We have non-allergic bedding.

Hearing

- The (bedroom) TVs have subtitles.

General

- Staff are available during normal opening hours, for property emergencies an out of hours number is provided.
- We have emergency evacuation procedures for disabled visitors.

Getting here

Custom's House
Lower Strand
St Mary's
TR21 0PS

Travel by public transport

- Sail from Penzance on the Scillonian Ferry - Isles of Scilly Steamship Group; 01736 334220, www.islesofscilly-travel.co.uk
- Fly Skybus from Land's End, Newquay or Exeter Airports - Isles of Scilly Steamship Group; 01736 334220, www.islesofscilly-travel.co.uk
- Fly via helicopter from Penzance to St Mary's or Tresco – Penzance Helicopters; 01736780828 www.penzancehelicopters.co.uk
- National and European connections available from Newquay and Exeter.

Travel by taxi

- You can get a taxi with Buzza Bus by calling 01872 266886. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Toots Taxi by calling 01720 422142.
- You can get a taxi with DJ Cabs by calling 01720 423775.
- Each Skybus & Helicopter flight is met by an Islands Transfers; www.islandtransfers.co.uk / 01720 422126 at St Mary's Airport. If arriving by boat, taxis can be booked for quayside collection.

Parking

- There is a drop-off point at the main entrance. The drop-off point does not have a dropped kerb.



Spinnaker Street view

Arrival

Path to main entrance

- From the street to the main entrance, there is 1 step. There is no ramp and no lift.

Main entrance

- The door is 760mm wide.
- The main entrance has 1 steps.
- The main door is side hung and manual.
- If arriving from the airport, your Island Transfers driver will help unload bags from the bus. If arriving by boat, you can arrange for your luggage to be delivered from the quay to the door for a small fee. Please call Island Carriers on 01720 422662 or Richard Hand Haulage on 01720 423007 to arrange.

Getting around inside

Visual Impairment - General Information



Spinnaker Lounge

Bedrooms

- Most bedrooms have windows.
- Bedrooms have ceiling lights, bedside lamps and natural daylight.
- Lights are LED, energy saving and traditional filament. Some lights can be controlled independently.
- TVs have subtitles.
- All bedrooms are non-smoking.
- We have non-allergic bedding.
- All bedrooms have fitted carpets.
- The bedroom nearest the main entrance has 10 steps.
- We have bathrooms with a bath and overhead shower.

Self catering kitchen

- We have an open plan kitchen.
- From the main entrance to the kitchen, there are 4 steps. There is no lift and no ramp.
- The work surface is available at a height between 650mm and 900mm.
- The hob is available at a height between 650mm and 900mm.
- The sink is available at a height between 650mm and 900mm.

- The oven is available at a height between 650mm and 900mm.

Lounge

- From the main entrance to the lounge, there are 14 steps. There is no lift and no ramp.
- From the entrance, 10 carpeted steps wind up to an inner landing with a wooden floor, 4 more steps lead up to the open plan kitchen/lounge/diner.



Spinnaker lounge

Customer care support

Accessibility equipment

- Wheelchairs, walkers and electric golf buggies can be hired locally.
- For a list of more items, please go to https://www.visitislesofscilly.com/about/practical-info/tourist-information-c....

Customer care support

- Scilly Holiday Homes provides an out of hours emergency phone number in all its self-catering properties.

Guide last updated: 19 January 2026