

## **2018 Accessibility Statement**

1. **Highlands End**
2. **Golden Cap**
3. **Graston Copse**
4. **Larkfield**
5. **Sandyholme**

The accessibility statements for each park are given below.

If you are interested in purchasing a Caravan Holiday Home we would be pleased to discuss your requirements, please contact the Sales team on 01308 426917 / [sales@wdlh.co.uk](mailto:sales@wdlh.co.uk) who will talk you through everything you will need.

### **1. Highlands End – Accessibility Statement**

Our Park has Lodge Holiday Homes, Caravan Holiday Homes, Bungalows and Apartments for hire as well as privately owned Caravans, Touring and Camping Pitches and Glamping units.

Thorncombe, which is the ground floor Apartment, has a spacious interior with a tarmac flat driveway with access to the property. For details on the layout of the bedrooms and bathroom please contact Highlands End reception on [highlandsreception@wdlh.co.uk](mailto:highlandsreception@wdlh.co.uk)

Merryweather Lodge has an access ramp, spacious living area and a bedroom with en-suite wet room.

The majority of the Touring and Camping Pitches are on level ground.

We have facilities within the toilet block for our touring and camping customers; this private individual room provides a shower, basin and toilet and is accessed by using a 'radar' key. A key is available from reception for those not having their own.

We offer a variety of pitches with excellent views of the coastline and surrounding countryside. All of the Touring and Camping Pitches have parking alongside the pitch for your convenience. If it would be helpful for you, we will try and reserve a pitch as near as possible to the toilet block if you let us have full details of your request when you make your reservation.

We take the safety of our customers very seriously and therefore there is a 10mph speed limit throughout the Park with clearly marked speed bumps in several locations. The speed bumps are very gentle and their presence makes the parks safer for everyone.

There is a drop off point for cars adjacent to the reception area. There are also allocated disability parking bays in the car park near to the entrance to the swimming pool and bar.

There is a gentle slope leading down from the car park to the reception, shop and Tourist Information with one step up into the reception.

There is a clearly marked bell outside reception for those who require assistance.

From the bar car park, there is a gentle slope to the Martin's Bar & Restaurant entrance alternatively using the drop off point outside the clubhouse where there is a gentle slope up to the main entrance and a small lip on the door threshold.

From the Leisure Club car park, there are four steps up and a further step up into the lobby area alternatively there is a path with one step up into the lobby area.

The local taxi firm Bills Taxis (Telephone 01308 285050) has a specially adapted vehicle for those who need assistance. Please advise them of your needs when booking a taxi.

There is a regular bus service from Bridport and West Bay (X53 Service) which is a coastal route stopping at many villages and towns including Poole, Wareham, Weymouth, Lyme Regis, Seaton and Exeter. There is also a regular bus service from Bridport and West Bay (X51 service) which connects to both Dorchester and Axminster train stations. Both of these services vary throughout the year, please ask in reception for a bus timetable alternatively for further information on transport please phone the Local Tourist Information Centre on 01308 424901, National Rail Enquiries on 03457 48 49 50 or Traveline (Public Transport Info) on 0871 2002233.

The Park has a small shop which provides basic goods and the nearby supermarkets have a wider selection. All of the public buildings on the Park, including the Bar, Reception and Shop are on one level and all doors are wide enough for wheelchairs. The colour scheme throughout has been chosen to provide a good contrast between floors, walls and doorways.

The Park itself is set on a cliff top and there is a fairly steep walk down to the beach 500 metres below on a typical narrow and uneven grass coastal path The Swimming Pool has level access throughout, including the accessible changing room and showers. The access into the water is by steps with a handrail.

The pool is not fitted with a lift. There is a lift at the local public pool which is 1.5 miles from the park. There is an accessible unisex toilet in the Bar. Assistance dogs are welcome on the Park and there is a 'dog exercising' area leading from both North Rye and South Rye Acres.

The Reception and Bar opening hours vary according to the season. Table service is available on request in the Bar and Restaurant. If you have any special dietary needs, please contact the Bar to discuss on 01308 426919. You can hire wheelchairs and other mobility vehicles from Bridport Mobility on 01308 424266. The above are subject to availability, please book in advance. Alternatively, the British Red Cross may be of assistance and they can be contacted on 0845 3315000. The Park has good coverage on EE, Vodafone, and O2 networks.

Our team would be delighted to discuss your personal requirements with you and we can also provide you with a large print brochure. A number of our park team have attended a Welcome All course in accessibility awareness and we aim to provide a comprehensive service. If you feel you need help during your visit, please mention this to any of our staff who will be delighted to offer assistance. In addition, we have a long-term plan to improve our accessibility and if you have any comments, please speak to a member of our team.

## **2. Golden Cap – Accessibility Statement**

Our Park has Lodges Holiday Homes and Caravan Holiday Homes for hire as well as privately owned Lodges, Caravans, Touring and Camping Pitches and a small Glamping Area. The majority of the Touring and Camping Pitches are on level ground. We have a disabled toilet within the toilet block. If you have any queries about this please ask at the time of booking where our bookings team will be happy to advise you.

Our Lodges and Caravans for hire all have parking next to them with a small 3 or 4 tread set of steps to gain access to the accommodation.

We offer a variety of pitches some with excellent views of the coastline and surrounding countryside. All of the Touring and Camping Pitches have parking alongside the pitch for your convenience. If it would be helpful for you, we will try and reserve a pitch as near as possible to the toilet block if you let us have full details of your request when you make your reservation

On the Glamping area parking is within 10-20m of all accommodation on offer with a stone path to walk along to gain access.

We take the safety of our customers very seriously and therefore there is a 10mph speed limit throughout the Park with clearly marked speed bumps in several locations. The speed bumps are gentle and their presence makes the parks safer for everyone. There is a drop off point for cars, on entering the site this can be found on the left-hand side past reception.

There is a gentle slope leading down from the drop off point to the front entrance of the reception/shop with one step up into the reception/shop. There is a clearly marked bell outside reception for those who require assistance.

There is a gentle slope leading down from the drop off point to the Tourist Information with a step over the raised doorframe. The local taxi firm Bills Taxis (Telephone 01308 285050) has a specially adapted vehicle for those who need assistance. Please advise them of your needs when booking a taxi. There is a regular bus service from Chideock (X53 Service) which is a coastal route stopping at many villages and towns including Poole, Wareham, Weymouth, Lyme Regis, Seaton and Exeter. There is also a regular bus service from Chideock (X51 service) which connects to both Dorchester and Axminster train stations. Both of these services vary throughout the year please ask in reception for a bus timetable alternatively for further information on transport please phone the Local Tourist Information Centre on 01308 424901, National Rail Enquiries on 03457 48 49 50 or Traveline (Public Transport Info) on 0871 2002233.

The Park has a small shop which provides basic goods and the nearby supermarkets have a wider selection. All of the public buildings on the Park, including the Reception and Tourist Information are on one level and have wide enough doors for wheelchair access. The colour scheme throughout has been chosen to provide a good contrast between floors, walls, doorways.

Assistance dogs are welcome on the Park and there is a 'dog exercising' area adjacent to Reception. We have resident wardens on park who are on duty throughout the week. Reception is open from 8.00am until 9.00pm (Times may vary throughout the season). You can hire wheelchairs and other mobility vehicles from Bridport Mobility on 01308 424266. The above are subject to availability, please book in advance. Alternatively, the British Red Cross may be of assistance and they can be contacted on 0845 3315000.

The Park has good mobile coverage once away from the entrance to the park. Our staff would be delighted to discuss your personal requirements with you and we can also provide you with a large print brochure. A number of our members of staff have attended a Welcome All course in accessibility awareness and we aim to provide a comprehensive service. If you feel you need help at any time during your visit, please mention this to any of our staff who will be delighted to offer assistance. In addition, we have a long-term plan to improve our accessibility and if you have any comments, please speak to a member of staff.

### **3. Graston Copse – Accessibility Statement**

Our Park has privately owned Caravan Holiday Homes as well as Touring and Camping Pitches.

The majority of the Touring and Camping Pitches are on level ground. All of the Touring and Camping Pitches have parking alongside the pitch for your convenience. This is a small park with 45 Touring Electric pitches only and a camping field available at peak times.

Glamping Units are also available on the park, these have parking facilities next to the units of accommodation.

The toilet block is 150 metres from the touring park and only basic facilities are provided.

If you would like more, including toilet and shower facilities for wheelchair users, please refer to our sister park – Highlands End Holiday Park.

If it would be helpful for you, we will try and reserve a pitch near to the toilet block however, this cannot be guaranteed please let us know when you make your reservation.

We take the safety of our customers very seriously and therefore there is a 10mph speed limit throughout the Park with clearly marked speed bumps in several locations. The speed bumps are gentle and their presence makes the parks safer for everyone.

The Park is generally on the flat and there is one step up into the Reception.

There is a clearly marked bell outside reception for those who require assistance.

The local taxi firm Bills Taxis (Telephone 01308 285050) has a specially adapted vehicle for those who need assistance. Please advise them of your needs when booking. There is a regular bus service from Burton Bradstock (X53 Service) which is a coastal route stopping at many villages and towns including Poole, Wareham, Weymouth, Lyme Regis, Seaton and Exeter.

This service varies throughout the year so please ask in reception for a bus timetable. Alternatively, for further information on transport please phone the Local Tourist Information Centre on 01308 424901, National Rail Enquiries on 03457 48 49 50 or Traveline (Public Transport Info) on 0871 2002233.

The local village of Burton Bradstock provides shops offering basic goods and the nearby supermarkets have a wider selection. Please ask at Reception for directions. The Park itself is set amongst beautiful mature trees and is surrounded by active farmland. The majority of the Park is level and is mainly grass with very few hard surfaces and pathways. Assistance dogs are welcome on the Park and there is a 'dog exercising' area. We have resident wardens on park who are on duty for most of the week. Reception is open from 8.00am until 6.00pm (Times may vary throughout the season). You can hire wheelchairs and

other mobility vehicles from Bridport Mobility on 01308 424266. The above are subject to availability, please book in advance. Alternatively, the British Red Cross may be of assistance and they can be contacted on 0845 3315000.

The Park has good coverage on Vodafone. Our staff would be delighted to discuss your personal requirements with you and we can also provide you with a large print brochure. A number of our members of staff have attended a Welcome All course in accessibility awareness and we aim to provide a comprehensive service. If you feel you need help at any time during your visit, please mention this to any of our staff who will be delighted to offer assistance.

#### **4. Larkfield Holiday Park – Accessibility Statement**

Our Park has both privately owned Caravan Holiday Homes and privately owned Holiday Lodges. We offer a variety of pitches with excellent views of the surrounding countryside.

The majority of the Caravans and Lodges have parking alongside the pitch for your convenience.

We take the safety of our customers very seriously and therefore there is a 10mph speed limit throughout the Park with clearly marked speed bumps in several locations. The speed bumps are gentle and their presence makes the parks safer for everyone.

The local taxi firm Bills Taxis (Telephone 01308 285050) has a specially adapted vehicle for those who need assistance. Please advise them of your needs when booking a taxi. There is a regular bus service from Burton Bradstock (X53 Service) which is a coastal route stopping at many villages and towns including Poole, Wareham, Weymouth, Lyme Regis, Seaton and Exeter. This service varies throughout the year please ask a member of staff for a bus timetable or telephone the Reception on 01308 897361 or alternatively for further information on transport please phone the Local Tourist Information Centre on 01308 424901, National Rail Enquiries on 03457 48 49 50 or TraveLine (Public Transport Info) on 0871200 2233.

The local village of Burton Bradstock which is approximately 500 metres from the park provides convenience shops, pubs and restaurants. The nearest supermarkets and shops are in Bridport about 3 miles from the park. Please ask a member of staff for directions or telephone the Reception on 01308 897361.

The Park itself is set amidst trees. The majority of the Park is level; however, there are a few gentle slopes between the various sections. Assistance dogs are welcome on the Park and there is a 'dog exercising'. We have resident Wardens

based at our nearby Graston Copse Holiday Park, Anning's Lane, Burton Bradstock DT6 4QP 01308 897361.

You can hire wheelchairs and other mobility vehicles from Bridport Mobility on 01308 424266. The above are subject to availability, please book in advance. Alternatively, the British Red Cross may be of assistance and they can be contacted on 0845 3315000. The Park has good coverage on Vodafone, EE and O2 networks. Our staff would be delighted to discuss your personal requirements with you and we can also provide you with a large print brochure. A number of our members of staff have attended a Welcome All course in accessibility awareness and we aim to provide a comprehensive service. If you feel you need help at any time during your visit, please mention this to any of our staff who will be delighted to offer assistance. In addition, we have a long-term plan to improve our accessibility and if you have any comments, please speak to a member of staff.

## **5. Sandyholme Holiday Park – Accessibility Statement**

Our Park has Caravan Holiday Homes for hire as well as privately owned Caravans, Touring and Camping Pitches and Glamping Units.

The majority of the Touring and Camping Pitches are on level ground. We have a disabled toilet within the toilet block.

If it would be helpful for you, we will try and reserve a pitch as near as possible to the toilet block if you let us have full details of your request when you make your reservation

We take the safety of our customers very seriously and therefore there is a 10mph speed limit throughout the Park with clearly marked speed bumps in several locations. The speed bumps are gentle and their presence makes the parks safer for everyone.

There is a clearly marked bell outside reception for those who require assistance.

There are options for public transport, rail, taxi and bus. All of these services vary throughout the year please ask in reception for information on transport or phone the Local Tourist Information Centre on 01305 785747, National Rail Enquiries on 03457 48 49 50 or Traveline (Public Transport Info) on 0871 2002233.

The Park has a small shop which provides basic goods and the nearby shop and supermarkets have a wider selection. All of the public buildings on the Park, including the Reception and Tourist Information are on one level and have wide enough doors for wheelchair access. The colour scheme throughout has been chosen to provide a good contrast between floors, walls, doorways.

Assistance dogs are welcome on the Park and there is a 'dog exercising' area adjacent to the park. We have resident wardens on park who are on duty throughout the week. Reception is open from 8.00am until 9.00pm (Times may vary throughout the season). You can hire wheelchairs and other mobility vehicles from Active Mobility on 01305 774422. The above are subject to availability, please book in advance. Alternatively, the British Red Cross may be of assistance and they can be contacted on 0845 3315000.

The Park has reasonable good coverage on some networks; if this is essential to you please check the current signal strengths with Reception.

Our staff would be delighted to discuss your personal requirements with you and we can also provide you with a large print brochure. A number of our members of staff have attended a Welcome All course in accessibility awareness and we aim to provide a comprehensive service. If you feel you need help at any time during your visit, please mention this to any of our staff who will be delighted to offer assistance. In addition, we have a long-term plan to improve our accessibility and if you have any comments, please speak to a member of staff.