

## **Atlantic Coast Caravan Park Access Statement 2011**

At Atlantic Coast we are committed to providing access for all our guests. We currently offer:

### **Accessible Information**

- Menus are available in large print minimum font 14

### **Park Accessibility**

- A compact park, with level concrete road and paving surfaces and clearly marked speed bumps
- All doorways are painted in contrast to doors where possible
- Service dogs welcome, water provided
- Hand-rails provided on ramps

### **Reception Facilities**

- Designated and clearly signed parking adjacent to reception and parking adjacent to each mobile home
- Ramped access to reception and shop
- Telephone access 9-5 daily with seating at height 900mm-1200mm
- Later opening hours during peak season
- Threshold ramp available on request
- Lowered desk available and chair with arm rests
- All mobile phone networks available on the park
- Maps indicating ramps, steps and facilities available
- Written instructions for tourist facilities available
- Radar key access to toilet facilities
- Familiarisation tour provided
- Specific needs of guests logged for staff attention with holiday home number
- Dog drinking bowl and tie-up provided as well as printed dog walking route information
- Assistance with luggage provided when necessary
- Refuse collection provided when necessary
- Details about local transport and taxi service available
- Written procedure showing evacuation procedures discussed with guests on arrival
- Written information available in large print, eg maps, menus, price lists etc in minimum font size 14

### **Laundry**

- Level access
- Fully accessible facilities
- Ramped access
- Non-slip flooring
- Lever taps

### **Internet/Nature Room**

- Ramped access
- Non-slip flooring
- Steady table and chair with armrests
- High level electric plug sockets

### **Elson Point**

- Level decked access with handrails
- Lever taps
- Contrast colour rim

### **Accessible Caravan**

- Subtitles on tv
- Ramped access
- Convenient location on a corner close to all amenities
- Own parking bay
- Lowered clothes rail in wardrobe
- Clear space under wash-basin
- Full length mirror
- Reading lamp in lounge
- Chair with rigid arms

### **Accessible Toilet and Shower Facility**

- Ramped access and level threshold
- Lever taps
- Lowered shaver point
- Radar key access
- Adjacent to touring field
- Fully accessible shower
- Shelf provided and drying facilities no higher than 1400mm
- Vertical rail beside shower
- Swing bin

### **Pot wash Area**

- Microwave, freezer and sinks are fully accessible
- Level decked approach with handrails