

Hill of Oaks Accessibility Guide

Welcome to Hill of Oaks. We are committed to ensuring that all visitors have a comfortable and inclusive experience. This guide outlines the accessibility features available at our venue to help you plan your visit.

Parking and Arrival

Accessible parking is available outside the shop, with level access to reception via a permanent ramp. There is ample room for parking and manoeuvring in this area. Each accommodation has an allocated parking space with plenty of room for unloading and manoeuvring.

Please note, parking for all self-catering and glamping accommodation units is on a gravel surface. The café/shop, located at the centre of the park, also provides level access via a permanent ramp.

Access to Public Areas

Step-free access is available to most areas of the park, including access via ramps where necessary. The reception, shop, and café are all accessible via a fixed ramp, with an accessible WC inside.

There is level access to the following:

- Reception: Level access inside, with fully opening double patio doors at the front.
- Shop: Permanent ramp to the shop entrance.
- Toilets and laundry facilities
- Glamping: An accessible lakeside pod, with permanent ramp and level access is available. Parking is available in a gravel area by the roadside.

The park features tarmac roads throughout, with occasional speed bumps. A designated accessible toilet for wheelchair users and others with visible and non-visible accessibility needs is available within the reception area/shop.

Large print information is available on-site. Clear signage is used throughout the park with pictograms where appropriate. Familiarisation visits are available on request.

The park is dimly lit at night due to our dark sky policy. Torches are available to buy at the shop, however, we recommend bringing your own. The areas surrounding the seasonal touring pitches, safari tents, and woodland pods are gravelled.

Reception Facilities

The reception area has level access, with two narrow doors positioned one after the other, around a corner. A lowered counter is available for ease of use. Most staff members have received accessibility awareness training.

There is ample parking and manoeuvring space outside reception, with level access. Staff are available 24 hours a day. The reception area is equipped with a hearing loop.

We offer contactless check-in, allowing you to go straight to your accommodation without the need to wait in queues.

Shop and Café Facilities

The café/shop is located at the centre of the park, offering easy access via a ramp. Inside, there is a hearing loop, and most staff members have received accessibility awareness training.

The main entrance to the café/shop has six steps with handrails, but a wide, permanent ramp provides level access to the side. There is a lowered counter for ease of use, and drinks are commonly ordered at the counter, though table service is available upon special request.

Outside, tables and chairs are set up on a gravelled area overlooking Windermere, providing a quieter seating space. Facilities for assistance dogs, including water bowls and a designated toilet area, are available within the grounds.

A designated accessible toilet, designed for wheelchair users and others with visible and non-visible accessibility needs, is available inside the shop.

Wheelchair-accessible Units and Facilities

We offer at least one wheelchair-accessible accommodation unit. "High Dam," one of our lakeside glamping pods, features ramp access and a wet room designed for wheelchair users. The unit also includes a wheelchair-accessible kitchen, designed for independent use. The accessible lakeside pod has a permanent ramp and level access.

Furniture can be rearranged on request in certain units to better suit your needs. There are adjustable light settings in some of the self-catering cottages/apartments and glamping pods.

General Accessibility Features

- **Firm surface into and around site:** The park features tarmac roads with occasional speed bumps. The surrounding area of the seasonal touring pitches, safari tents, and woodland pods is gravelled.
- **Accommodation close to accessible bathrooms:** The accessible pod contains an accessible wet room designed for wheelchair-users.
- **Wheelchair-accessible toilet in public areas:** A designated accessible toilet is available for wheelchair users and individuals with both visible and non-visible accessibility requirements.
- **Emergency evacuation plan for disabled visitors:** General Emergency Evacuation Plans are in place to ensure safety. Guest information files in cabins give details of local services and emergency procedures.
- **Enclosed outdoor areas:** We provide an enclosed outdoor play area for guests.
- **Accessibility awareness and training:** Some staff members have undergone accessibility awareness training.
- **Assistive listening system:** A hearing loop is available in reception and the café/shop.
- **Facilities for assistance dogs:** Water bowls and designated toilet areas for assistance dogs are provided within the venue grounds.

Additional Information

- **Detailed accessibility information:** Additional details are available online. Alternatively, you can contact us at:
 - Email: enquiries@hillofoaks.co.uk
 - Telephone: 01539 531 578
- **24-hour guest assistance:** Support is available around the clock.
- **Familiarisation visits:** We offer familiarisation visits upon request, subject to staff availability, to help visitors get acquainted with our venue before booking or visiting.
- **Wheelchair and/or scooter loan:** You can hire equipment with South Lakes Mobility. Carers are available for hire at: carersupportsouthlakes.org.uk

We are dedicated to making your visit as enjoyable and accessible as possible. Please feel free to reach out with any questions or specific requirements. We look forward to welcoming you!