

Newby Bridge Caravan and Holiday Park Accessibility Guide

Welcome to Newby Bridge. 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

There is an accessible parking bay located outside reception. Our accessible caravan has its own dedicated accessible parking spot. Each accommodation unit is provided with an allocated parking space, offering ample room for unloading and manoeuvring. Please note, parking next to all units is on a gravelled surface.

The park features concrete roads with occasional speed bumps and slight undulations. The reception area has level access and double opening patio doors.

Access to Public Areas

The reception area has level access and double opening patio doors. Inside, space is limited for manoeuvring, but a lowered desk is available facing the entrance. Most staff members have received accessibility awareness training.

We provide information in large print and staff are available 24 hours a day. Clear signage, including pictograms where appropriate, is used throughout the park. The park follows a dark sky policy, meaning it is dimly lit at night. We recommend bringing your own torch for convenience.

Level access is available to the following:

- Reception
- Accessible self-catering caravan "Derwent" (via an exterior ramp)

Facilities for assistance dogs, including water bowls, are available within the grounds. There is an enclosed outdoor play area for customer use.

Reception Facilities

The reception area has level access and double opening patio doors. Inside, there is a lowered desk facing the entrance for ease of use. Please note, there is limited room for manoeuvring inside.

A hearing loop is available in reception, and most staff members have received accessibility awareness training. We offer contactless check-in, allowing you to go straight to your accommodation without any queues or waiting. Familiarisation visits are available upon request.

There is no background music in reception. Due to the park's rural location, Wi-Fi is limited, so we recommend guests download any media content before their visit.

Wheelchair-accessible Units and Facilities

Our accessible self-catering caravan, Derwent, is fully equipped for wheelchair users and includes an accessible bathroom. The caravan features a wet room with a toilet and shower, complete with a height-adjustable shower chair.

There is a wheelchair-accessible kitchen with low-level appliances throughout. The caravan is accessible via a ramp leading to a level platform, and there is an accessible parking space available.

A hoist and sling are available for hire to assist with transfers in Derwent. The hoist and shower chair are provided free of charge, though a sling is not supplied as standard.

The accessible caravan also offers level tarmac parking for one vehicle.

General Accessibility Features

- **Firm surface into and around site:** The park features tarmac roads with occasional speed bumps.
- **Accommodation close to accessible bathrooms:** The accessible caravan contains an accessible bathroom - a wet room with a toilet and shower, complete with a height-adjustable shower chair.
- **Emergency evacuation plan for visitors with additional access needs:** General Emergency Evacuation Plans are in place to ensure safety.
- **Enclosed outdoor areas:** We provide an enclosed 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.
- **Facilities for assistance dogs:** Water bowls for assistance dogs are provided within the venue grounds and there are suitable exercise areas in the locality.

Additional Information

- **Detailed accessibility information:** Additional details are available online. Alternatively, you can contact us at:
 - Email: newbybridge@lakedistrictstates.co.uk
 - Telephone: 01539 531 030
- **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 scooter loan:** Mobility equipment is available for hire through The South Lakes Mobility Shop at 01539 734600.

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!