

Waterfoot Park Accessibility Guide

Welcome to Waterfoot Park. 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

We provide at least one accessible parking space located outside the reception area/shop, which is less than 50 metres from the main entrance. The parking area offers level access to the reception area/shop via a permanent ramp. While there is no parking directly next to our accommodation units, there is ample space nearby for unloading and manoeuvring.

Access to Public Areas

Step-free access is available to all or most areas of the park. An accessible entrance, located around the left side, provides level access via a permanent ramp to the Mansion House, which offers food and drink and includes an accessible toilet. Level access is also provided to the reception area/shop, accessible toilets, and laundry facilities.

A designated accessible toilet, designed for both visible and non-visible accessibility needs, is located within the main public areas. They can be found in the shower block at the touring field (available 24 hours a day), and also in the Mansion House during its opening hours. Clear signage, including pictograms where appropriate, is displayed throughout the park.

The walls and doors to main areas have high colour contrast for improved visibility. Please note that the park is dimly lit at night due to our dark sky policy. Torches are available for purchase at the shop, but we recommend bringing your own for convenience.

Shop and Reception Facilities

Our shop, located within the reception building, offers a limited selection of packaged food and drinks. A variety of food, including vegan and vegetarian options, is available for purchase.

The reception area/shop is equipped with a hearing loop, and there is a permanent ramp with level access and a wide door for easy entry. Inside, there is ample space for manoeuvring, and a lowered desk is available for ease of use.

Some staff members have received accessibility awareness training. Staff are available 24 hours a day via the contact number, and we offer contactless check-in, allowing you to go straight to your accommodation without queues or delays. There is no background music in the reception area, however, music is played during bar opening hours in the Mansion House.

The Mansion House Bar Facilities

The Mansion House Bar offers a relaxed atmosphere, perfect for enjoying a coffee during the day or a full bar service in the evening. The lawn area, located at the back of the Mansion House, has a slight downhill slope, while the Mansion Terrace, behind the Mansion, offers level access. Picnic benches are set up on the gravelled terrace area, providing a pleasant spot to enjoy the views of the Mansion lawn and Ullswater.

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The bar typically operates on an order-at-the-counter basis, but table service can be arranged upon request. The main entrance to the Mansion House has three steps of varying height. However, an accessible entrance with a permanent ramp and level access is located around the left side.

Inside, the Mansion House features an accessible toilet with grab rails, a low-level hook, shelf, sink, and a baby-changing facility. Facilities for assistance dogs, including water bowls and a designated toilet area, are available within the grounds.

For quieter seating, a sitting room is available, offering a peaceful space separate from the main bar area, along with outdoor terrace seating.

Wheelchair-Accessible Units and Facilities

We offer a wheelchair-accessible bathroom with a roll-in shower. It is in the touring toilet facilities block and is open 24 hours a day. This is available to residents in any of our accommodations. The showers, toilets, laundry, reception, shop, and waste disposal areas all have level access.

General Accessibility Features

- **Firm surface into and around site:** The park features tarmac roads with occasional speed bumps. The surrounding area of the touring areas and glamping pods is gravelled.
- **Accommodation close to accessible bathrooms:** At least one pitch is located within 50 metres of the accessible bathroom.
- **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 visitors with additional access needs:** General Emergency Evacuation Plans are in place to ensure safety. Guest information files in self-catering and glamping accommodation 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 the reception area.
- **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: info@waterfootpark.co.uk
 - Telephone: 017684 86302
- **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.

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!