

## Woodclose Park Accessibility Statement

Welcome to Woodclose 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 accessible parking with designated spaces available in our car park. The parking area is located less than 50 metres from the main entrance, and parking is free. Additionally, you have the option to park close to your accommodation for your convenience. Our team is available to assist with pitching if required.

### **Access to Public Areas**

We offer step-free access to most areas. Low-level counters are provided at Reception, and level access is available to Reception, accessible toilets, and laundry facilities. The main reception and facilities building is located close to the main touring area, with access via a gravelled road and tiled path.

Our venue is all on one level, with the exception of the self-catering accommodation. Clear signage with pictograms is used throughout the park to aid navigation.

### **Shop and Reception Facilities**

Our shop, located within the Reception building, offers a limited selection of packaged food and drinks. The entrance features double-opening doors, providing an opening width of 110cm. The counter is 75cm high, and seating can be provided upon request, along with a clipboard for writing if needed. A 75cm non-slip mat is placed at the entrance.

A hearing loop is available in Reception.

### **Wheelchair-Accessible Units and Facilities**

We offer a wheelchair-accessible bathroom with a roll-in shower. One of the family shower/toilet rooms is specifically designed with a shower seat, grab handles, and low-level clothing hooks to assist individuals with disabilities or limited mobility. The entrance doors to these facilities have a width of 75cm and are secured with individual security codes. The door lock height is 117cm, and door handles are positioned at 103cm.

The bathroom includes:

- A level access shower with a seat and handrails
- A free-standing shower chair is available upon request
- Handrails installed in all toilets
- A left-hand transfer space onto the toilet
- 235mm space at the side of the toilet and 1780mm in front
- A toilet seat height of 460mm
- A washbasin at 740mm high with lever-operated taps and no pedestal or boxing underneath for easier access

- An emergency call system in the bathroom

The showers, toilets, laundry, reception, shop, and waste disposal areas all have level access within the same centrally heated building. All floors are tiled with non-slip tiles and equipped with 25cm diameter ceiling lights.

## 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 disabled visitors:** General Emergency Evacuation Plans are in place to ensure safety.
- **Enclosed outdoor areas:** We provide an enclosed outdoor dog walking area as well as a secure play area for guests.
- **Disability awareness and training:** Some staff members have undergone disability awareness training.
- **Assistive listening system:** A hearing loop is available in Reception.
- **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: [ray.smith@lakedistrictstates.co.uk](mailto:ray.smith@lakedistrictstates.co.uk)
  - Telephone: 015242 71597
- **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!