

# Heather View Disability Access Statement

Heather View Leisure Park welcomes people with disabilities and has developed this Access Statement to address some of the common issues which disabled people may face. We are a pet friendly park and guide dogs are permitted throughout.

We aim to ensure that all employees, guests and others who use the park and its facilities are treated equally and according to their needs.

## **Pre-arrival**

For any help or assistance prior to arrival, we advise contacting our Reception or Holiday Sales team.

## **Reception and complex entrance**

We have car parking spaces directly outside of Reception and the complex. The complex has designated disabled bays. All facilities on park including Reception, the launderette, complex and play areas have ramp or flat access. None of the facilities have steps inside so are completely accessible to wheelchairs, push chairs etc.

## **Public areas**

Access around the park is flat in that there are no steps, but it is on different gradients. There are inclines and declines of varying steepness.

## **Accommodation**

We offer one accessible caravan with all the usual comforts and additional specific features designed for guests with limited mobility which include manual hoist, large bathroom, lowered kitchen counters, large bedroom allowing space to manoeuvre and external ramp access to the accommodation itself. Each of our holiday accommodation has its own dedicated car parking space.

## **Local area**

Stanhope has designated disabled parking along the main street and at the Tourist Information Centre which also has ramp access throughout. The main shops are all along one street and the majority have flat access. The local Co-Op has a lift inside, so the first floor is accessible to all. Stanhope swimming pool has ramp access and designated disabled parking.