



## Kingfisher Disability Access Statement

Kingfisher 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 Sales team.

### **Reception and complex entrance**

Whilst we have carparking close to Reception in our main carpark, we advise disabled guests to unload 10 metres past the Reception entrance on the left-hand side, and in most instances, it is possible to park there for the duration of the visit.

The areas around our office are level, and the entrance has sliding doors for ease of access. The Reception desk has low levels ensuring suitability for all visitors. Our Reception and offices are spacious enough to accommodate wheelchairs and we have a disabled toilet facility.

### **Public areas**

Access around the park is relatively flat, with a small incline to the highest section of the park.

### **Accommodation**

Most of our holiday homes for sale are accessed via 2 or 3 tread steps, so if you are looking to visit please let us know in advance so we can address a means of access. Some holiday homes are specifically manufactured with wheelchair access in mind, and we can discuss these with you.

We use a decking supplier who also manufactures access ramps, therefore if you are considering becoming an owner, we will work with you to create suitable purpose built access for you.

### **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.