



# **Access Statement For Porlock Caravan, Touring and Camping Park**

## **Introduction**

We strive to ensure that all visitors can enjoy the accommodation, facilities and surroundings within the park. Our aim is to help in anyway that we can and if you require any assistance during your stay or whilst planning your visit we will be delighted to assist. Our current facilities and services offered are:

## **Pre-Arrival**

- We cater for tents, touring caravans, holiday home hire fleet and have privately owned static caravans.
- We can post a copy of this access statement if required.
- We offer fax, email, textphone and staff always accept Type Talk calls.

## **Arrival & Car Parking Facilities**

- Reception area has a large tarmac drive (to front) with ample parking space.
- There is a gentle slope leading to reception. For guests who have difficulties there is a bell to ring for assistance.
- All facilities are clearly signposted.

## **Main Entrance & Reception**

- Access to reception is directly from the entrance drive.
- There is a gentle slop to the reception entrance.
- There is a clearly marked bell to ring for assistance.
- Our staff have been on a DDA awareness course and are happy to help anyone needing assistance.

## **Public Areas - General (Internal)**

- Tarmac roads service all parts of the main park and speed ramps are placed periodically around the perimeter road (there are level grass areas at the side of each ramp to allow for wheelchairs, pushchairs and luggage)
- The park is mainly situated on a level field looking down towards the sea and up at the surrounding hills. The second camping field is level, has beautiful views but is entirely grass – no pathways.
- There is a bench outside the laundry, at the entrance to the rally field and several in the nature garden.

## **Laundry**

- Accessible parking bay area outside the building with level pathway for access.
- Level access throughout.
- There is one front loading washing machine, and front loading tumble dryer. The coin operated system is 125cm high, staff will be happy to assist if access is difficult.
- There is a top loading spin dryer which is 70cm high with a coin operated box 150cm high.
- Iron and on switch are accessible from seated position and ironing boards are adjustable.
- There is a chair in this facility if required
- Hand wash sink is 91cm high.

## **Dishwash**

- The dishwasher is next to the laundry so shares the same parking area.
- Level access throughout.
- There are 3 sinks for dishwashing and 1 for vegetable preparation. Work surface is 87cm high.
- Sinks have push taps.
- This area also has a fridge/freezer and microwave – all accessible from a seated position. The microwave has a coin operation which is wall mounted and is 150cm high.

## **Outdoor Facilities**

- There is a David Bellamy nature garden at the bottom area of the park which is accessible by a gravel road which has a gate to enter 168cm wide.
- Seating (benches) is provided as specified earlier.
- There is a dog exercise area next to the David Bellamy garden, this is a level grass L shaped walk with a gateway 95cm wide. This gateway can be opened to 184cm wide if required.

## **Holiday Homes**

- Static caravans/holiday homes have 3-5 steps to the main entrance.
- Each comprise of 2 bedrooms sleeping a maximum of 4 guests, shower/bath room, lounge & kitchen. All have their own parking spaces and small area of grounds around them.
- We have a selection of holiday homes, one where a dog is allowed (please specify on booking).
- Please refer to holiday home diagrams on our website for details of each type of holiday home.

## **Touring Facilities**

- We have 40 pitches in total for tents/ tourers and motorhomes. Please specify on booking if you would like one of our few hard standing pitches near to the facilities. All other pitches are level grass.
- Parking on the grass beside your caravan or tent is allowed.
- Assistance in pitching on arrival is always offered.
- Pitches are allocated on booking and staff are happy to advise on the location and suitability for your requirements on enquiry.

- There are numerous water points, dustbin areas, recycling points and fire points on the park which are no further than 50 metres away from any pitch.
- The park has one toilet/shower block split into male and female which is situated at the top of the park 60 yards from reception. The male facilities have a single step to enter and another step to enter the shower area. The female facilities have a level entrance and a single step up to the shower area. Both male and female showers have one larger cubicle.
- Behind the female facilities we have a unisex disabled wet room with full disabled facilities with grab rails, disabled shower chair and low level sink. There is a hand dryer, hair dryer and heater in the room. The facility has a key pad entry - the code will be given to visitors upon request.
- Chemical toilet disposal point is next to the male shower facility with level access throughout.

### **Additional Information**

- Mobile telephone coverage (Vodafone & Orange) is good in Porlock but the surrounding areas are poor. There is a public telephone next to reception.
- There is a local bus service in the village 500 yards from the park entrance and local accessible taxis service the park.
- Go North Devon offer a Shop-mobility and Ring & Ride service in North Devon – Barnstaple appearing to be the main option. Please call 01271 328866 for more information.
- Nearest Shop-mobility scheme is situated in Park Street Minehead (telephone 01643 709000). A regular bus service from Taunton stops 100 metres from there.
- Our local Costcutter supermarket (telephone 01643 862515) is open from 8.00am to 10.00pm in season and will deliver groceries to your holiday home.

## **Contact Information**

- Porlock Caravan Park, High Bank, Porlock, Somerset, TA24 8ND.
- Telephone: 01643 862269
- Fax: 01643 862269
- Email: [info@porlockcaravanpark.co.uk](mailto:info@porlockcaravanpark.co.uk)
- Website: [www.porlockcaravanpark.co.uk](http://www.porlockcaravanpark.co.uk)
- Hours of operation: Reception 8.30am-6pm, warden outside these times
- Emergency number: 01643 862269
- Porlock Medical Centre: 01643 862575
- Local equipment hire companies: Independent Living 01643 709000 or British Red Cross 01823 273746.
- Local public transport numbers: Bus 0871 200 2233  
Train 0871 244 1545
- A local taxi firm Anchor Taxis (telephone 01643 704240) can provide wheelchair access as well as 7 seat vehicles.

Although we have tried to be as accurate as possible and include as much detail as we can in this statement, we are always willing to give information on any aspect of the park. If this statement does not answer your particular question please let us know and we will endeavour to answer your question and amend this statement for future use.

**We welcome your feedback to help us continuously improve if you have any comments please phone 01643 862269 or email [info@porlockcaravanpark.co.uk](mailto:info@porlockcaravanpark.co.uk)**