

## **Access Statement For Whitehill Country Park**

### **Introduction**

Whitehill Country Park is located in a village called Stoke Gabriel set in 25 acres. We strive to ensure that all visitors can enjoy the accommodation, facilities and surroundings within the park. Our aim is to help in any way that we can and if you require 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, motorhomes and have holiday caravans, lodges and pods for hire and lodges for sale.
- Our brochure is available in large print and we can post a copy of this access statement if required.
- We offer fax, email, text phone and staff always accept Type Talk calls.
- Our nearest town is Paignton located 2 miles away which has a train and bus station, with a taxi rank.
- The public bus transport stop is located outside our park.
- Our nearest shop mobility is Victoria Car Park. Garfield Road. Paignton. Tel: 01803 521771 also Pluss Organisation Ltd. Waddeton Close. Brixham Road. Paignton. Tel: 01803 520386.
- The local taxi company which has wheelchair access transport – Tel: 01803 211611 also 01803 213213 – both companies require notice.

### **Arrival & Car Parking Facilities**

- As you drive into our main entrance you enter our car park. A contact telephone number for the park and for assistance is located to the left on the outside of a shed.
- The car park and roadway leading to reception is tarmac.
  - We have two disabled allocated parking spaces near to reception. They are approximately 25 metres away from reception with a few benches for resting places along the way.
  - The door is a single door with an entrance gap width of 81 cm.

## **Main Entrance & Reception**

- In the reception there is ample room for a large wheelchair to manoeuvre and turn. The door way is 81cm wide.
- The reception has a pad and pen on the counter. The counter is 107cm high, but we also have a coffee table to use which is 74cm high.
- The opening times of reception are displayed on the door along with 24-hour contact details.
- A number of our staff have attended a number of Welcome courses to include `Welcome All`.

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

- Tarmac roads service all areas of the park with the occasional speed ramp located in our touring section. There are grass areas either side of the ramps to allow for wheelchairs, pushchairs etc.
- The Park is hilly but all the main facilities are in a flat area.
- There are benches located around the park.

## **Public Areas - WC**

- The Park has two toilet blocks servicing the touring section with a parking bay outside of each. There are disabled toilets and showers in our Great Orchard amenities block.
- Each of our other facilities have adequate shower and WC facilities where appropriate. There is a disabled toilet with ramp access near to the shop and reception.
- For more information on touring facilities please refer to touring section.

## **Take Away / Café and Bars**

- The café / takeaway and bars have accessible parking bays approximately 10 metres away from the main doors of each facility.
- There are double doors opening into the café/takeaway at 1.6 metres wide when both doors are opened. This facility is accessed by one step.
- The Hayloft bar and Granary disco are located on the 1st floor and accessible by stairs and also a ramp which is 139cm wide.
- Tables and chairs can be accommodated on request to accommodate wheelchairs.
- The bar also has an outside terrace which is accessed by the same ramp.
- All public areas are non-smoking.

- This area has a disabled access toilet with grab rails and low level basin. This is located on the ground floor below the arcade.

### **Laundry**

- The laundry has parking bays approximately 10 metres away.
- It has level access throughout with a door width of 1.23 metres
- All washing machines are top loading.
- All ironing boards can be reached from the sitting position.
- There are tables and seating.

### **Shop**

- Accessed by a paved and cobbled area with wide doors.
- There is a parking bay approximately 10 metres away the shop.
- The shop is on one level.
- There is ample room within for a large wheelchair to manoeuvre & turn.
- The counter is 96cm high.
- The staff will assist if required.

### **Outdoor Facilities**

- There are three children's play areas.
- The surface under the play equipment is a mixture of rubber and bark all other areas are grass. The areas are level and are located near the touring facilities with a disabled access shower / toilet and baby changing area.

Also near reception and the outdoor pool.

- There are benches in this area.
- The outdoor pool is accessible through 10 steps to an open gate of 1.2m wide and also by another entrance which has 2 steps.
- There are ample sun loungers and chairs on one level.
- The pool has metal steps with non slip pads to access the pool.

### **The Granary Disco and Amusement Arcade**

- The disco and arcade are accessed through doors of a width of 81cm metres. You can gain access by the long walkway ramp which is 139cm wide .
- There are raised areas of seating and also areas, which are level.
- Chairs and tables can be moved.
- All areas are non-smoking.

- Some entertainment programmes have strobe lighting effects and loud music - please check with reception.

### **Holiday Accommodation**

- Many statics caravans have 3 steps leading up to the main door with one hand rail.
- They range from a 2 bedroom to 3 bedroom sleeping up to 6 people.
- Parking for caravans is next to each of the holiday caravans.
- All accommodation is non-smoking.

### **Local Attractions**

- We have a wide variety of information in our reception area and our staff have a vast knowledge of the local area.

### **Grounds and Gardens**

- The park is large and spacious; the distance from the park to the beach at Goodrington sands is approximately 2.6 miles.
- We have been awarded the `Gold` David Bellamy Award and `Silver` for Green Tourism.

### **Additional Information**

- 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.

### **Contact Information**

- Address: Whitehill Country Park. Stoke Road. Paignton. TQ4 7PF
- Telephone: 01803 782338
- Fax: 01803 782722
- Minicom: not available
- Email: [info@whitehill-park.co.uk](mailto:info@whitehill-park.co.uk)
- Website: [www.whitehill-park.co.uk](http://www.whitehill-park.co.uk)

## **Future Plans**

- No information available at present, we will keep you updated.

**We welcome your feedback to help us continuously improve if you have any comments please phone 01803 782338 or email [info@whitehill-park.co.uk](mailto:info@whitehill-park.co.uk)**

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