

# LEACROFT TOURING PARK

## ACCESS STATEMENT

Leacroft welcomes all people. Our members of staff have been instructed and are happy to actively assist visitors who have any special needs, to make their stay as comfortable as possible.

Due to the size and nature of our park wheelchair access is not always available. There are members of staff on duty from 8:00 am – 9:00 pm and in emergencies 24 hours per day, who can provide assistance if this is required.

One of the Partners has undertaken training in disability awareness

## GENERAL

Leacroft is situated on Colyton Hill in an area of outstanding natural beauty. The road which passes the park, although not a main road, does carry some fast moving traffic and care should be taken when leaving the park by car or on foot, particularly as there is no pavement on either side of the road.

There is no public transport, which passes Leacroft. Details of several taxi services within the area are available in Reception and in the Tourist Information Centre

## ROADS ON THE PARK

All roads have a 5mph speed limited and plentiful signage to remind drivers that pedestrians have right of way at all times. The road is tarmac at the entrance and for a little way onto the park, which gives way to gravel roads, which we consider less suitable for wheelchairs as they are naturally somewhat uneven.

## PITCHES

The pitches are a mixture of gravel hard standing and grass. These are available for touring caravans and motor homes. We also have a dedicated field for tents. All caravan pitches have electrical hook-up available. Parking of one car is permitted adjacent to each pitch - weather conditions permitting. As we know many of our customers personally and because we ask new customers if they have any special requirements, we are able to site vans appropriately, i.e. near the disabled toilet facility, on level ground, and close to artificial lighting, which comes on at night. As the park is situated on a hill, the land slopes gently and we try take this into account. Occasionally, during particularly wet conditions, it is not possible for us to allow vehicles onto the grass pitches and they have to be parked in the car park.

There is artificial lighting throughout the park and outside and inside each of the toilet blocks, which is automatically activated at dusk.

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## AMENITIES

We provide a toilet/shower room suitable for use by less able customers. This facility consists of a wheel-in shower with chair, steadying wall-handles for support, an adapted toilet seat with washbasin and low level mirror. Access is via a ramp to the toilet block and visitors who wish to make use of this facility are able to have their own key for the duration of their stay.

## RECEPTION/SHOP

Although there is not a specific parking space reserved for less able visitors, there is a large area in front of reception where visitors are permitted short stay parking. The reception and shop with its comprehensive range of goods are on level ground and accessible by wheelchair.

## ASSISTANCE DOGS

Dogs are very welcome at Leacroft provided they are kept on a lead at all times and their droppings are removed promptly. There is a dog walking area towards the bottom of the park with a refuse bin for dog waste.

## DOCTORS/DENTISTS & HOSPITALS

A list of telephone numbers and addresses is on display in the tourist information room. An intercom with a “🔔” button to contact the Park Wardens (available at all times) is located beside the entrance to our shop / office. Emergency services can also be contacted using “999” from our intercom.

## ADDITIONAL INFORMATION

Our tariff and access statement are available in large font. We are happy to provide these on request in reception.

To meet the needs of all our visitors and to conform to the requirements of the Disability Discrimination Act, Leacroft Touring Park will review our premises and services periodically and make reasonable adjustments in relation to physical features of our premises and the services offered to ensure that we comply with the act.