



Access Information Statement (August 2017)

**Hillcroft Park, Pooley Bridge.**

This site is on a natural fell side within the Lake District National Park. It is a large site with some steeply sloping contours. Some of the pitches are located on partially level land. The roads are joint vehicular and pedestrian use, approximately 3m wide, with some steeply sloped sections. There are speed bumps across the park. Lighting is by way of bulkhead lighting to the buildings along with roadside lights to a height of 1.5m

**Contact Information**

For those wishing to contact Hillcroft Park by phone, please call 017684 86363. There is an answering machine for calls outside of Office Hours, or if all the lines are busy. Additional information can be gained from the web-site, [www.hillcroftpark.co.uk](http://www.hillcroftpark.co.uk)

**Arrival and Parking facilities**

There is a mainline railway station at Penrith and the local Stagecoach bus service 508 Penrith-Kendal stops in Pooley Bridge. Hillcroft Park is a 5-10 minute walk away.

This site is on a steep hillside location with some wooded areas, with various level sections. Entry to the site is by a tarmac drive on a hillside, leading to an open area in front of reception. From here there is an ornate wrought iron gate, operated by a numeric coded pad at a height of 0.90m, accessible to most drivers. The exit barrier is automatic. Visitor parking is to the right hand side of the open area, providing four marked parking bays, none specifically identified for disabled people. Disabled parking is permitted directly outside of the reception, although not marked. Late arrivals/overnight parking is shared with visitor parking. It is also possible to park immediately in front of the Reception, for those arriving and checking in, giving again a short travel distance for those with limited mobility. The visitor parking area is approximately 5m from reception. Lighting is from lights on the corner of the reception building.

**The Reception**

The Reception located at the entrance to the Park and is accessed by a ramp. The ramp is approximately 3m in length and 1.065m wide, with a gradient approximately 1:13. There are toughened glass panels on the outer side of the ramp.

The inward-opening door to reception has a 0.87m clear opening width, with toughened safety glass full length panel and a clearly identified handle at 1m high.

Internally, there is ample space for wheelchair users and seating. The counter is 1.12m high with access to a lower section of the counter to the side. There is no hearing enhancement system. The floor is a solid wood laminate and there is reasonable visual contrast. Lighting is provided by flush fitting ceiling lights.

## The Shop

The shop is also located at the entrance of the Park. It is accessed by a small ramp (1m) and has an inward-opening door with a small step (50mm) to get over. The door has a clear opening width of 0.75m, with toughened safety glass full length panel and clearly identified handle at 1m high. There is plenty of internal space, as all the shelving is on the exterior walls. There is a counter in the shop at a height of 0.92.

## Touring/Motorhome Pitches/PODs.

There are no specifically identified accessible pitches, though a number of pitches are within 50m of the toilet block, as are 9 of the 17 PODS and Hobbit House. Those requesting close proximity at the booking stage will be accommodated near to the toilet block if at all possible

The majority of pitches, PODS and Hobbit House are approximately 200m away from Reception, up a steep tarmac road, which levels off as you get nearer to the pitches. Due to the distance and the slope, it is only practical to access this area by car. Some of the pods have adjacent car parking space which can be viewed on the Site Plan. PODs are available in 2 sizes.

Our Standard Pod has internal dimensions of 2.32m (7ft 7in) x 2.70m (8ft 10in) with an internal height of 2.10m (6ft 9in) and will accommodate 2 Adults and 2 small children.

Our Family Pod has internal dimensions of 2.66m (8ft 8in) x 3.52m (11ft 6in) with an internal height of 2.2m (7ft 2in) and will accommodate up to 4 Adults. Access to most of the pods is via a step or steps to a raised decking area.

Our Hobbit House has internal dimensions of 2.14m (7ft) x 4.24m (13ft 9in) with an internal height of 2.4m (7ft 8in) and will accommodate 2 adults and 2 children. There is a 0.12m (5 in) step into the pod.

**3 of the Standard PODs and 3 of the Family PODs are pet friendly. Please advise us if you intending to bring any pets with you, when booking.**

The Touring Electric Hook Up Pitches are in a grassed area with camping pitches around are on a gradual slope, likewise are the PODS with camping pitches around. Due to the construction and size of the PODS, it would be difficult to accommodate anyone using a wheelchair. The New Development of 27 Touring Super Pitches with Electric and Water on each pitch. Are all hard standing and Rock Pegs are needed for Awnings. Several of these new pitches are more suited to wheelchair users. The New Toilet/Shower Block will hopefully be open by the end of Summer 2017, which will include facilities for disabled Customers.

## Toilet Block

This is situated within 50m of the Pitches and PODs. It is located on a level part of the site and has the following facilities:

4 x Stainless Steel washing up sinks externally at a height of 0.86m with knee room below.

## The Ladies Facilities include:

8 x W/C cubicles with a door opening of 0.66m. Each cubicle is 1.65m x .73m and includes a Sanitary Bin.

1 x Baby Changing room with pull out plastic baby table. It is approximately 1.65m x 2m

6 x Shower cubicles with a door opening of 0.64m. Each cubicle is 1.65m x 0.73m and includes tiled floors and walls with a curtain at 0.90m to separate the wet and dry areas. The height of the controls for the shower is at 1.26m and the fixed shower heads are a 2m.

6 x Hand basins with press top taps to control the water flow, situated within a vanity unit that is 0.85m high with knee room below. There are 4 x soap dispensers above the Vanity Unit.

4 x Plug points for hair dryers etc. at 1.4m and a hand dryer at 1.1m high

1 x High level electric room heater.

## **The Gents, Toilets, Showers and Vanity unit are the same dimensions as the Ladies and include:**

- 6 x Showers
- 6 x Toilet Cubicles
- 3 x Soap dispensers
- 1 x 2.4m Urinal with a 0.15m step up to it
- 1 x Plug point and 2 x shaving points
- 1 x hand dryer

Both toilet areas have an inwards opening/self-closing entrance door with an opening width of 0.79m with a small 50mm step.

## **Disabled / Family Bathroom**

The recently added Disabled toilet and shower facility is located at the end of the main toilet block. Access is via a 2.0m wide level access ramp, through a black metal door. The door has an opening width of 0.935m and had a key lock at a height of 1.520m. The handle is contrasting chrome at a height of 0.900m. Internally there is a bar/grab handle on the door (0.620m long and 0.900m from the floor). The room measures approx. 1.660m x 2.840m with a tiled floor and marble effect wall covering. There is a chrome towel drying radiator on the left hand side wall along with an alarm button (0.960m from the floor).

There is a small lip onto the shower tray (0.025m) which measures 1.300m x 0.820m and has a shower curtain to pull round. The thermostatic shower controls are chrome and at a height of 0.820m with an adjustable and removable shower head adjacent.

The toilet seat has a seat height of 0.480m with a white plastic cover. The flush handle is chrome. On both sides of the toilet are white grab rails, one fixed and the other is removable to allow better access to the toilet for wheelchair users. They are both at a height of 0.680m. To the left of the toilet is a paper dispenser (0.980m) and an alarm button (0.960m). There is also a red emergency pull chord within easy reach of anyone using the toilet. The white hand basin is at a height of 0.740m and has a chrome mixer tap and a mirror fixed above it. To the right is a paper towel dispenser (1.070m) and a soap dispenser (0.980m). On either side of the mirror above the sink is a grab handle.

The family bathroom is adjacent to the Disabled Facility and is accessed via the same ramp.

The décor is the same as the Disabled Facility and contains the following:

- 1 x white sink (0.820m) with chrome taps
- Mirrored bathroom cabinet above the sink (1.320m)
- Standard toilet with paper dispenser to the right hand side (0.900m)
- Standard side white bath with overhead shower and glass shower screen
- Wall mounted, pull down Baby Changing station with a surface area size of 0.820m x 0.570m

## **The Laundry**

The Laundry is situated within the Main Holiday Home area of the Park and is approximately 100m from the Touring/Motorhome/PODs. The building is slightly elevated and is served by 2 x steps to the front and a small (1m) ramp to the left hand side. The entrance door is of White UPVC construction with a white handle and a 0.1m step at the bottom. The opening width is 0.83m. Internally the floor is covered with a contrasting linoleum covering and has the following appliances:

- 2 x coin operated washers. 1.0m to the coin slot, 0.6m to the centre of the door opening
  - 2 x coin operated dryers. 1.0m to the coin slot, 0.6m to the centre of the door opening
  - 1 x freestanding height adjustable Ironing Board
  - 1 x Coin Operated Iron (1.4m to the coin slot)
  - 1 x Hand Washing Sink @0.86m high with knee room below
- Large instruction posters are located on the wall above the appliances.

## **The Drying Room**

The Drying Room is located at the rear of the Laundry and is accessed through a white glossed door with chrome handles and a Key Code Lock (1.230m). The code is available from Reception. The door width is 0.620m. The décor is as per the Disabled Facility previously described, but with a painted grey floor. The room size is approx. 2.960m x 1.500m with a small alcove to one end with a clothes rail to hang items on. The rail is 0.820m long and at a height of 1.900m. There are 13 chrome double hooks mounted on the walls (1.700m) and a wooden slatted bench fixed to the walls, 0.300m wide and 0.490m high on 3 sides of the room. Below the bench are 4 x electric heaters for use when drying clothes.

## **Additional Information**

There is a modern play area for children on the site with all the equipment conforming to the current regulations. A Fire Risk Assessment has been undertaken in line with the current regulations. Fire assembly points are clearly signed and positioned away from buildings, and a Fire Action plan is displayed at each Fire Assembly point and in Reception. The policy and procedures for Fire Safety and Fire Fighting equipment are regularly monitored by the Staff and Park Owners.

Customer care is a fundamental part of training for all our Staff as well disability awareness and Health and Safety. Assistance dogs can be accommodated in the pet friendly Pods.

The reception for mobile phones is very good. There is Wi-Fi available on site for a reasonable charge. Groceries can be ordered for delivery to your pitch/pod – deliveries cannot be accepted at Reception.