

# **Access Statement For Our Touring and Camping Park, Caravan Holiday Homes for Hire and ReadyTents**

## **Introduction**

Our aim is to provide an excellent service to all visitors and strive to ensure that everyone can enjoy the accommodation, facilities and surroundings within the Park. Our mission is to provide a quality experience to all and we are committed to providing accessibility for all our visitors. The following statement is a summary of our provision. If you have any specific questions please feel free to call us and we will endeavour to help.

## **Pre-Arrival**

- We cater for tents, touring caravans, motor-homes, camper vans and large RVs in our touring and camping park
- We have 4 and 6 berth Caravan Holiday Homes to hire by the week.
- We have two 6 berth ReadyTents available for hire by the week.
- You are able to book by post, phone or on-line.

## **Main Entrance & Reception**

- The Reception area has a tarmac arrival area.
- Once registered at reception, guests have secure access into the touring & camping park through a barrier which is operated via a key fob. Hire Caravan Holiday Home guests have secure access through a card operated barrier.
- Parking is available close to the reception and shop (please refer to shop facilities section for more details).
- The Touring and Camping Park is clearly signposted with signs at each junction point in clear readable font.
- Access to reception is directly from the arrival area. The shop is situated in the same building.
- There is a level pavement to the entrance.
- The doors are 184cm wide and manually opened.
- There is level access to the doors from the pavement.
- There is ample room within reception for a large wheelchair to manoeuvre and turn.
- Low level desk & counter is provided in the reception area (69cm high) with under space (117cm wide and 48.5cm deep).

## Touring & Camping Park

### Pitches 1 to 4, 8 to 19 and 33 to 36

- Tarmac roads service these pitches, access is directly off the road and there are no speed ramps.
- These pitches are hard-standing with 10amp electric hook-ups.
- These pitches are suitable for caravans and motorhomes

### Pitches 5 to 7 and 37 - 50

- Tarmac roads service these pitches, access is directly off the road and there are no speed ramps.
- These pitches are flat well-drained grass with 10amp electric hook-ups
- These pitches are suitable for caravans and motorhomes

### Pitches 20 to 32

- Tarmac roads service these pitches, access is over grass and there are no speed ramps
- These pitches are flat well-drained grass with 10amp electric hook-ups
- These pitches are suitable for caravans and motorhomes

### Pitches 54 to 63

- Tarmac roads service these pitches, access is over grass and there are no speed ramps
- These pitches are hard-standing with 16amp electric hook-ups, water and waste water supply
- These pitches are near to the toilet blocks
- These pitches are suitable for caravans, motorhomes and RVs

### Pitches 64-105, 108-123, 129-138

- Tarmac roads service these pitches, access is over grass and speed ramps are placed at intervals on the tarmac road
- These pitches are flat well-drained grass and have 10amp electric hook-ups
- These pitches are suitable for caravans, motorhomes and tents

### Pitches 106-107

- Tarmac roads service these pitches, access is direct from the road and speed ramps are placed at intervals on the tarmac road
- These pitches are hard-standing with 16amp electric hook-ups, water and waste water supply
- These pitches are suitable for caravans, motorhomes and RVs

### Pitches 124-128

- Tarmac roads service these pitches, access is direct from the road and speed ramps are placed at intervals on the tarmac road
- These pitches are hard-standing with 16amp electric hook-ups, water and waste water supply
- These pitches are near to the toilet blocks
- These pitches are suitable for caravans, motorhomes and RVs

### Pitches 139 – 200

- Tarmac roads service these pitches, access is over grass and speed ramps are placed at intervals on the tarmac road
- These pitches are suitable for tents

### Parking

- Parking on the grass beside your caravan or tent is allowed.

### Public Areas

- The touring park has 3 shower blocks all alongside the tarmac road.
- There are eight family shower rooms located in Shower Block 2. They are accessed by 8 steps with a handrail on one side. Each room has a shower, toilet, basin and hand drier.
- Shower Blocks 1 and 3 consist of 6 toilets, 2 showers, hand driers, mirrors, shaving sockets and hair driers. They are accessed by 6 steps with a handrail each side.
- There are six washing up sinks in each block and are accessed by 2 steps.
- The disabled wet room next to the reception area has level entry and has been designed specifically for use by disabled customers. The facilities include toilet (48cm high), hand-rinse and wash-hand basin accompanied by grab rails, low hooks, non-slip flooring and a baby change unit. A radar key will access this facility. A key can be purchased at reception.
- There are also numerous water points, 2 grey-water disposal points, 2 chemical toilet disposal points, 2 drive-over motorhome disposal point, recycling and general waste areas and fire boxes on the park.
- Pitches are allocated when booking and staff are happy to advise on the location and suitability for your requirements on enquiry.

## **Laundrette**

- There is level access throughout apart from a slight lip over the doorway into the laundry room (door width 76cm).
- There is one front loading washing machine (height 87cm), all others are top loading (height 92.5cm).
- Single and double-stacked dryers are all front loading (single height 94cm and double stacked height 180cm).
- The iron and the switch are accessible from a standing position and there is an ironing board.
- Hand wash sink is 85cm high.

## **Shop**

- The shop is in the reception building and shares the same entrance and parking as the reception.
- Parking is available close to the reception and shop.
- Access into the shop is not possible. Customers are required to ask for the items they require.
- Shop items can be viewed from the reception area through a stable door (height 113cm) and staff will serve you when required.
- A list of items is displayed on the door or is available on request.
- The shop is on one level.

## **Grounds**

- The park is large and spacious.
- The distance from the Touring Park office to the walkway onto the Riverside Picnic Grounds is approximately 141 metres. There is a barrier at the entrance of the Touring Park with a gap to the side of 66cm.
- The distance from the Touring Park office to the river via Sycamore field is approximately 183 metres. There is a barrier at the entrance to Sycamore field (178cm gap).
- The path to the river is 155cm wide and relatively flat.
- The planting of trees and hedgerows divide the park into small discrete areas.

## **Hire Caravan Holiday Homes**

- All our Holiday Homes are non-smoking and pet free (apart from guide dogs)
- Holiday Homes are accessed by 3 steps to each of the doors (72.5cm wide). Each set of steps has a handrail.
- Each comprise of either 2 or 3 bedrooms sleeping a maximum of either 4 or 6 guests, shower room, separate toilet, lounge, dining area & kitchen. All have their own parking spaces and small garden
- Parking on the grass in front of your Hire Holiday Home is allowed.
- Exact layouts of the Holiday Homes are available on request
- Our staff will happily show you where to park, how to operate the card operated barrier and how the facilities work inside the Holiday Home.

## **ReadyTents**

- Both our ReadyTents are non-smoking and pet free.
- ReadyTents are accessed via a scalplings road and flat well drained grass.
- Parking on the grass beside your ReadyTent is allowed.

## **Additional Information**

- Wifi is available from areas of the Park from your laptop
- Mobile telephone coverage is poor in this area but a public telephone is located near the reception area.
- There is a local bus service that stops at the entrance of the touring park and a local taxis service (please enquire at reception for more details).

## **Contact Information**

Address: Hurley Riverside Park, Park Office, Hurley, Berks, SL6 5NE

Telephone: Main Office and Hire 01628823501 Touring Bookings: 01628824493

Email: [info@hurleyriversidepark.co.uk](mailto:info@hurleyriversidepark.co.uk) Website: [www.hurleyriversidepark.co.uk](http://www.hurleyriversidepark.co.uk)

Park Office : 9 - 5 (Mon-Fri) 9 - 1 (Sat) 10 -1 (Sun)

Touring Park Reception : 8am-8pm, On-Duty Warden outside these times.

Bus: Hurley Link 01344 482200 Local taxi: Hurley Cars 07801 200829

## **Future Plans**

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 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 01628823501 or email [info@hurleyriversidepark.co.uk](mailto:info@hurleyriversidepark.co.uk)