



Access Statement 2019

At Whitby Holiday Park we are committed to providing accessibility for all our guests. We currently offer;

WiFi Access

Please see the link to the current WiFi Statement which is reviewed monthly

Accessible Information

- Menus, informative signs etc are in minimum font 15

Park Accessibility

- A compact park, with level concrete road and paving surfaces and clearly marked speed bumps
- All doorways painted in contrast to surrounds where possible
- Access to Cleveland Way coastal path
- Service dogs welcome, tie-up and drinking bowl available
- Hand-rails provided on ramps

Reception Facilities

- Designated and clearly signed parking adjacent to reception and parking next to each mobile home
- Ramped access to reception and sales office
- Threshold ramp available
- Lowered desk with angle poise lamp and chair with armrests available
- All mobile phone networks available on park
- Portable induction loop available
- Maps indicating facilities, ramps and steps available

- Written instructions for touring facilities available
- Familiarisation tour provided
- Specific needs of guests logged for staff attention
- Assistance with luggage available
- Refuse collection provided when necessary
- Wheel-chair hire available through reception
- Details about local transport and taxi hire available
- Telephone kiosk adjacent to reception available 24 hours
- Maps indicating ramps, steps and facilities available
- Radar key access to toilet facilities
- All written information in minimum font 14

Laundry and Shop

- Ramped access provided
- Fully accessible facilities

Accessible Toilet Facilities

- Adjacent to the touring field with toilet and integral shower accessed with radar key only
- In Family Club adjacent to the bar
- Both have ramps with hand-rails

Club and Bar

- Ramped access into bar and club Variety of seating and table heights
- Games Room can be accessed via exterior door with threshold ramp

Café

- Accessed with use of threshold ramp

Fully Accessible Mobile Home

. Although this is not a pet friendly caravan, assistance dogs are welcome on pre-arrangement and a deep clean will take place following the visit to make the accommodation suitable for all visitors.

- Situated near to all public facilities on a corner providing ease of access by car
- Ramped access to mobile home
- Teletext tv, cordless kettle, Own parking bay
- Lowered clothes rail in wardrobe
- Full length mirror
- Chair with rigid arms

Touring Facilities

- One touring pitch is available adjacent to the amenities block with fully paved parking and touring pitch