

Access Statement for Springhill Farm Caravan Site & Wigwams

Introduction

We strive to ensure that all visitors can enjoy the accommodation, amenities and surroundings. Our aim is to assist you in any way possible and if you require assistance whilst planning your stay, or while you are actually visiting us we will be pleased to help you.

Pre-Arrival

- We cater for touring caravans and motor homes, camping, hostel accommodation, arcs and self-catering cottages.
- We have an easily accessible website and our brochures are clear and concise, we can post a copy of this access statement if required.
- We offer fax, telephone and email contact with our customers.

Arrival and Car Parking Facilities

- The reception and parking areas are all gravel.
- Each caravan/tent pitch or arc has either a gravel or grass parking space.

Main Entrance & Reception

- Access to reception is based on the caravan site.
- The access to reception is level to the ground
- The Reception doorway has ample access for a wheelchair (double doors)
- There is seating available in our Reception
- Accessible parking bays are outside reception for use whilst in reception
- Tourist Information available in Reception and the toilet and shower block. Also each holiday house has a local information and welcome pack within.
- Office hours are Monday – Sunday 9.00 am – 5.00 pm (Times vary in winter)
- No loop facilities installed

Public Areas – General

- Gravel roads service all parts of the site – Speed limit on the park is restricted to 10 mph
- There are picnic tables placed around the site and surrounding areas
- Waste disposal points are located throughout the site, recycling facilities available at where clearly labelled bins. The wheelie bins are 2 metres in height.

Public Areas – Shower, laundry & toilet block

- The site has one has a toilet block near to all touring, tent pitches
- The arcs have a separate toilet/ shower, kitchen and sitting area all with disabled access and facilities
- The path leading to the toilet block is sloping with an alternative of steps.
- There is separate disabled/family shower and washroom facilities compete with shower, bath, sink, toilet with grab handles within the main toilet block and also private facilities of the same nature for guest staying in a arc.
- There is one top loading washing machine and one top loading dryer
- The washing up sinks and kitchen units are 90cm in height
- Washers and dryers take £1 coins and 20p pieces.
- No loop facilities installed

Touring Area

- Touring pitches are both hard-standing with hard standing or grass
- Some pitches have electric facilities and other do not.
- Chemical disposal point is 95cm in height and is adjacent to the toilet block

General

- Nearest Public payphone is located in the North Sunderland area of Seahouses ½ mile from us
- Dogs are welcome

- Nearest bus stop is 1/2 mile located in the North Sunderland area of Seahouses
- If Emergency services are required please dial 999 and inform them of your plot number, and contact us immediately

Wigwam Access

- Gravel and grass walkways to wigwams
- One step into door
- 700mm door way
- 540mm long x 340mm wide x 2750mm high
- Outside lighting from dusk until dawn
- One pendant light
- No loop facilities installed

Access Statement for Springhill Farm Self Catering Accommodation & Bunkhouse

Introduction

We strive to ensure that all visitors can enjoy the accommodation, amenities and surroundings. Our aim is to assist you in any way possible and if you require assistance whilst planning your stay, or while you are actually visiting us we will be pleased to help you.

Pre-Arrival

- We cater for touring caravans and motor homes, camping, bunkhouse accommodation, arcs and self-catering cottages.
- We have an easily accessible website and our brochures are clear and concise, we can post a copy of this access statement if required.
- We offer fax, telephone and email contact with our customers.

Arrival and Car Parking Facilities

- All parking areas are gravel
- Parking for all cottages is next to or within 10 meters of the entrance
- There is a private gravel parking space at the front of each holiday house and hostel. .

Main Entrance & Reception

- Access to reception is based on the caravan site.
- The access to reception is level to the ground
- The Reception doorway has ample access for a wheelchair (double doors)
- There is seating available in our Reception
- Accessible parking bays are outside reception for use whilst in reception
- Tourist Information available in Reception and the toilet and shower block. Also each holiday house has a local information and welcome pack within.
- Office hours are Monday – Sunday 9.00 am – 5.00 pm (Times vary)
- Pendant, strip and spot lighting

Public Areas – General

- The site has two public toilet block near located on the caravan site
- The path leading to all cottages and bunkhouse are all level and have a gravel surface.
- There is separate disabled/family shower and washroom facilities compete with shower, bath, sink, and toilet with grab handles within the main toilet block.
- There is one top loading washing machine and one top loading dryer.
- The washing up sinks units are 90cm in height
- Washers and dryers take £1 coins and 20p piece.
- Drying room has level path with both steps and ramp access
- Cycle store room has level path with both steps and ramp access
- Pendant, strip and spot lighting

General

- Nearest Public payphone is located in the North Sunderland area of Seahouses ½ mile from us
- Dogs are welcome
- Nearest bus stop is 1/2 mile located in the North Sunderland area of Seahouses
- If Emergency services are required please dial 999 and inform them of your plot number, and contact us immediately

The Bunkhouse Access

- Large external metal staircase
- Patio doors onto wooden terrace area at first floor level
- Carpets and tile flooring
- All main doors are fire exits
- Ensuite doors standard
- Outside lighting from dusk until dawn
- Pendant lighting and spot light
- Accent and bedside lighting
- No loop facilities installed

Springhill Cottage Access

- Gravel car park
- Level paved path to door
- Small step into front door no hand rails
- Concrete back yard
- Two steps to back door no hand rails
- Level ground floor with carpet and tiled flooring
- Standard door widths
- Ground floor bathroom, sitting room, kitchen and double bedroom
- Steep narrow stair to first floor one hand rail
- Pendant and strip lighting
- Accent and bedside lighting
- Door bell
- Outside security lighting
- Outside car park lighting from dusk until dawn
- No loop facilities installed

Copywell Cottage Access

- Gravel car park
- Level paved path to door
- Small step into front door no hand rails
- Concrete back yard
- Two steps to back door no hand rails
- Level ground floor with carpet and tiled flooring
- Standard door widths
- Ground floor bathroom, sitting room, kitchen and twin bedroom
- Steep narrow stair to first floor double bedroom one hand rail
- Pendant lighting
- Accent and bedside lighting
- Door bell
- Outside security lighting
- Outside car park lighting from dusk until dawn
- No loop facilities installed

Croft Cottage Access

- Gravel car park
- Level paved path to door
- Small step into front door no hand rails
- Concrete back yard
- Two steps to back door no hand rails
- Level ground floor with carpet and tiled flooring
- Standard door widths
- Ground floor shower room, sitting room, kitchen and double bedroom
- Steep narrow stair to first floor twin bedroom one hand rail
- Pendant lighting
- Accent and bedside lighting
- Door bell
- Outside security lighting
- Outside car park lighting from dusk until dawn
- No loop facilities installed

The Bothy

- Paved car park
- Level paved path to door
- Level wide outward hung front door no hand rails
- Level paved area at back door no hand rails
- Level ground floor with tiled flooring
- Wide doorways throughout
- Ground floor bathroom, sitting room, kitchen and double bedroom, 2 twin bedrooms and ensuite
- Large hallway
- Pendant lighting and spot lights
- Accent and bedside lighting
- Door bell
- Outside security lighting
- Outside car park lighting from dusk until dawn
- No loop facilities installed

The Dovecote

- Paved car park
- Sloping paved path to door
- Level wide front door no hand rails
- Once step from sitting room the paved area through double doors no hand rails
- Level ground floor with tiled flooring
- Wide doorways throughout
- Ground floor bathroom, wash rooms, sitting room, kitchen and double bedroom, twin bedrooms and ensuite
- Large hallway
- Pendant lighting and spot lights
- Accent and bedside lighting
- Door bell
- Outside security lighting
- No loop facilities installed

The Hemmell

- Gravel car park
- Gravel and paved path to door
- Level front door no hand rails
- Once step from kitchen the paved area through double doors no hand rails
- Level ground floor with tiled flooring

- Wide doorways throughout
- Ground floor cloak room, sitting room and kitchen
- Large hallway
- Turning stairs to first floor family bathroom, double bedroom, 2 twin rooms with ensuite
- Pendant lighting and spot lights
- Accent and bedside lighting
- Door bell
- Outside security lighting
- Outside car park lighting from dusk until dawn
- No loop facilities installed

The Engine House

- Gravel car park
- Gravel and paved path to door
- Level front door no hand rails
- Level access from ground floor to the paved area through double doors no hand rails
- Level ground floor with tiled and carpet flooring
- Wide doorways throughout
- Ground floor cloak room, sitting room and kitchen
- Large hallway
- Turning stairs to first floor double bedroom ensuite and twin bedroom rooms with ensuite
- Pendant lighting and spot lights
- Accent and bedside lighting
- Door bell
- Outside security lighting
- Outside car park lighting from dusk until dawn
- No loop facilities installed

The Full Granary

- Gravel car park
- Gravel and paved path to door
- Level front door no hand rails
- Level ground floor with tiled and carpet flooring
- Wide doorways throughout
- Ground floor cloak room, double bedroom ensuite and 2 twin bedrooms ensuite
- Tiled stairs to first floor sitting room, kitchen dining area and twin bedroom ensuite
- Ground level double doors leading to wooden balcony
- Pendant lighting and spot lights
- Accent and bedside lighting
- Door bell
- Outside security lighting
- Outside car park lighting from dusk until dawn
- No loop facilities installed

The Half Granary

- Gravel car park
- Gravel and paved path to door
- Level front door no hand rails
- Level ground floor with tiled and carpet flooring
- Wide doorways throughout
- Ground floor cloak room
- Tiled stairs to first floor sitting room, kitchen dining area and twin / double bedroom ensuite
- Ground level double doors leading to wooden balcony

- Pendant lighting and spot lights
- Accent and bedside lighting
- Door bell
- Outside security lighting
- Outside car park lighting from dusk until dawn
- No loop facilities installed

Extra notes of care

- It is our express policy to give the maximum assistance to any guest entering the premises. If disabilities are not obvious we would very much appreciate prior notice to make sure that we can achieve our aim. We will always offer to help with luggage in the absence of an able-bodied member of a guest party.
- The ground re a mixture id grazed pasture, which have both slopes and unevenness. These can, however, be negotiated fairly easily even by less than fully mobile guests with a little care and support