



# Access Statement



## Access Statement

We are delighted to welcome you to The River Dart Country Park and Holne Park House.

The River Dart Country Park & Holne Park House aims to attract a wide range of visitors to its campsite & property and welcomes all disabled people in society, irrespective of age, physical, intellectual or sensory ability and we will do everything possible to ensure a safe and pleasurable stay.

The River Dart Country Park & Holne Park House wants to provide a top-quality experience for all visitors. It will endeavour to ensure that disabled people are not treated any less favourably, and that 'reasonable adjustments' are made where appropriate and possible through sensitive and creative solutions. The Park is constantly reviewing how to improve all forms of access to its properties and services, and is striving to demonstrate best practice in the management of its site, in the services it provides, and towards the people it employs. Certain activities and attractions in our Park can, however, be physically demanding and vigorous and we therefore reserve the right to refuse admission should we feel there is a danger to a particular individual or individuals for whatever reason. We are advised by the Health and Safety Executive that a refusal on grounds of health and safety does not constitute discrimination. We hope that you understand and accept the decisions made in the interest of your safety. All of our team members are required to adhere to rules and restrictions for health and safety purposes, therefore please do not ask the team to break any rules; they are there for your safety and for the safety of others. Your safety whilst at River Dart Country Park is our main priority.

Whilst our staff are knowledgeable about special needs, reactions of other guests can occasionally be unpredictable if disabilities are mistaken for anti-social behavior. To assist in preventing should an occurrence of this we suggest that you notify us of your visit in advance, so we can assist you in arrangements for your visit.

A few more ways in which we hope to make your visits more enjoyable:

- Paths and access ways are designed and built to be wide and level or slightly sloping, with hard surfacing wherever possible or appropriate.
- Large print is used wherever possible and appropriate. Lower case text is used as much as possible
- Seated areas and picnic tables are available around the park.
- Catering ingredients are available, and staff will make special preparations i.e. cut up / liquidise.
- Assistance dogs are welcome and water bowls are available around the site.
- Carers that display valid and current proof of carers allowance, emergency carers card or company carers ID only, are eligible to 50% discount on admission. (Please contact River Dart Country Park prior to your visit for more information).

Roger Sell, General Manager

## **General Information**

The Park can be accessed easily by wheelchair users or those with limited mobility. However, the Park is predominantly a natural environment and so uneven surfaces and changes in levels are inevitable away from the built environment and hard paths. Our guests' safety is our prime concern and as such, River Dart Country Park reserves the right to refuse admission to an activity or facility if we feel that your safety or the safety of others maybe at risk. Some of our activities are not suitable for all forms of disability. However, we will endeavour to accommodate disabled guests whenever it is safe to do so. Most of our activities are clearly visible and we recommend that you observe their operation before queuing or ask a warden for advice.

## **Parking**

Parking for disabled guests is available in the lower level car park near reception. Guests with disabled badges may park in this area.

## **Signage**

Large print information is available at various points around the park.

## **First Aid**

Our First Aid station is located near reception at Holne Park House. If a first aider is not present please contact reception, who will contact a qualified first aider. Alternatively notify a warden who will be more than happy to assist you. The First Aid station is accessible to guests in wheelchairs.

## **Toilets**

Many of the toilet facilities around the Park also incorporate baby changing areas and lowered hand wash basins. Toilets for disabled guests are available at the following locations:

- Near reception, opposite path to Old Sawmill Café bar.
- Woodlands amenity block & family bathroom
- Meadows amenity block.
- Picnic Meadows amenity block
- Toilet block beside Oasis.

## **Telephone**

A public telephone is available outside the Park shop entrance.

## Rides

Guests with special needs will require the assistance of an accompanying friend or carer to enjoy some of the activities or facilities.

## Food & Refreshments

### The Old Sawmill Café Bar.

Seasonal opening, offering a variety of hot and cold snacks and meals. An assortment of drinks is available including a licensed bar for over 18 years old.



The old Sawmill can be booked for birthday parties and private functions. Toilet facilities are available.

**Access:** access is gained through the main entrance. Level seating is available outside. Food is ordered at the bar and meals brought to your table, with the exception of Sunday Carvery. Please ask for assistance if required.

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## Oasis

Seasonal opening, offering hot and cold snacks and drinks, ice cream and various water toys and inflatables.

**Access:** via a low ramp onto a level wooden platform.

**Special condition:** The counter is above waist height. Please ask for assistance if required.

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## Park shop

Situated adjacent to the Old Sawmill Café Bar, offering a range of daily goods including bread, milk, meats, vegetables, camping equipment, newspapers, toys, and ice cream.

### Special conditions:

All areas are accessible by wheelchairs; however, assistance may be required to reach items hanging on walls. Please ask for assistance if required.

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## Adventure Playgrounds

The main adventure playgrounds are on a level area, however, for wheelchairs and prams access is easier via the track adjacent to the main reception.

### Pirate Ship

Situated in the centre of a lake 0.85 meters deep with a hard-stone bottom. The pirate ship is accessible by a 0.3m wide level walkway some 20 meters in length or by inflatable dinghy.

**Special conditions:** This is not suitable for wheelchair users and assistance will be required for some users with impaired sight or balance.

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### The Beach

A sandy beach adjacent to the pirate ship lake, with a small area of lake water.

**Access:** accessible to all persons although care and supervision must be taken when close to shallow water.

**Special conditions:** Dogs to be kept off the sand.

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### Play Fort

Timber construction with multiple levels.

**Special conditions:** accessible inside the play fort on ground level only for wheelchairs.

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### Zip Wire

Accessed via steps to a platform 2.0 meters above ground level. Suitable for persons aged 8 years and above.

**Special conditions;** children must be supervised by an adult. Not suitable for wheelchairs.

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## **Commando Style Assault Course**

A series of challenges across level ground.

**Special conditions:** The visually impaired will need some assistance. Not suitable for wheelchair users.

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## **Anaconda Slide**

Access from ground level with one step. To avoid the steps, from exit of the slide, please use the path from the car park back to the entrance.

**Special conditions:** Children need to be supervised by an adult. Not recommended for children under 4 years of age.

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## **Low ropes course**

Accessible from level ground via series of steps, alternatively use path directly from car park.

**Special conditions:** Children need to be supervised by an adult. Not suitable for wheelchair users.

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## **Climbing pods**

Accessible from the pathway outside the Old Sawmill Café Bar entrance.

**Special conditions:** Children need to be supervised by an adult. Not recommended for children under 8 years of age. Not suitable for wheelchair users.

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## **Observatory Tower**

Accessible via steps that lead directly onto Observatory Tower platform from level ground.

**Special conditions:** Children need to be supervised by an adult. Not suitable for wheelchair users.

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## Agility trail

**Access:** Can be accessed via tracks surrounding adventure playgrounds, however, weather conditions can impact track condition.

**Special conditions:** Children need to be supervised by an adult. Not recommended for children under 6 years of age. Not suitable for wheelchair users.

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## River and Woodland Walks

There are various trails and walks throughout the Park. These are signed.

**Access:** suitable for most wheelchair users but assistance maybe required in places.

**Special conditions:** The majority of walks are on the level or gently sloping ground, however uneven or slippers surfaces (after rain fall) are inevitable.

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## Dare Devil Activities

These are instructor supervised activities available in school holidays and weekends April – September. They are at additional cost.

### High Ropes Course:

16 elements up in the trees up to 15 meters above ground level. Safety equipment is provided. Age restriction – not suitable for under 8 years of age.

**Special conditions:** Not suitable for wheelchair users or persons with restricted mobility. Visually impaired persons would need close supervision.

### Mega Zip Wire:

150-meter-long zip wire over water.

**Access:** via steep steps. Safety equipment is provided. – Not suitable for under 8 years of age.

**Special conditions:** By prior arrangement it is possible for persons with limited mobility to use this facility. It is not possible during high season / peak times.

## **Canoeing:**

In open canoes on our lake. Up to three persons in each canoe. All safety equipment is provided. No persons under 4 years of age. All children must be supervised by an adult.

**Special conditions:** Suitable for persons with limited mobility by prior arrangement.

## **Water Zorbs**

Inflatable spheres in which a person is enclosed and walks / floats on water. The Zorb is tethered for safety reasons, allowing quick retrieval. No children under 5 years of age.

**Special conditions:** By prior arrangement for persons with some limited mobility.

## **Climbing Wall:**

An undercover climbing or bouldering wall with 220m<sup>2</sup> of undercover fun. All safety equipment is provided. Not suitable for children under 6 years of age.

**Special conditions:** Visually impaired persons will require supervision. Not suitable for persons with limited mobility.

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## **Holne Park House**

Holne Park House is a large Victorian Manor House at the centre of the Park and is available to hire as an exclusive venue for weddings, entertaining and corporate events. The main house has five large reception rooms on the ground floor and ten en-suite rooms on the first and second floors. The North-West wing is converted to dormitory style rooms with bunk beds and en-suite facilities.

**Access:** Access is possible for wheelchair users via the Ballroom and reception (via ramps). Access to accommodation is via stairs only to the first and second floors.

**Special conditions:** Persons staying with limited hearing can, in advance, request vibrating pillows to alert them whilst sleeping should the fire alarm sound.

## **Coach House:**

The Coach House is a separate building with its own car park. It has nine en-suite twin rooms with three on the ground floor and six on the first floor. There are two meeting rooms on the ground floor. En-suite facilities include full disabled W.C. and shower as well as drying room for clothes.

**Access:** Access is from the level car park to the building. The ground floor rooms are all suitable for wheelchair users. Stairs only to the first floor.



## Pre-Arrival

- The nearest train station to us is 8 miles from us. A taxi can take guests to our site.
- There is no public transport direct to our door.
- We can be contacted via our website, phone or social media.

Should you require any further information or have specific requirements please do not hesitate to contact us where we will do our utmost to answer your questions.

River Dart Country Park

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