

## **The Old Oaks Touring Park Accessibility Statement**

### **Location**

The Old Oaks Touring Park is situated in unspoilt Somerset countryside, 3 miles from Glastonbury. Glastonbury itself has good provision of disabled parking, with spaces in all the car parks both in the high street and opposite the town hall in Magdelene Street.

Disabled toilet facilities are located in Magdelene Street and St John's car park. These can be accessed by radar keys.

### **Pitches and Roads**

The park has been developed on gently sloping land to the north east of Glastonbury and has been terraced so that all pitches are level and smooth.

We have 100 pitches in total: 63 are hard standings, 30 of these are fully serviced. All pitches are served by access roads which are either tarmac or fine gravel.

All pitches have room for one car and many have ample room for a second vehicle.

Customers with special requirements should make us aware at the time of booking and we will do our utmost to accommodate these.

Disabled guests, for example, will have priority for booking pitches nearest to the amenities.

### **Paths**

Paths leading from the amenity building are tarmac and the area around the facilities is fully paved to allow access to all.

There are no steps on the park and all areas are accessible to wheelchairs. A small ramp provides access to our tourist information room.

A clearly defined tarmac path crosses the yard in front of reception, providing a contrasting surface for those with visual impairment.

### **Touring Park Amenities**

We have a fully equipped disabled amenity unit, accessible by radar key. The unit comprises 2 sections – one being toilet and wash basin and the second toilet, shower and wash basin. Both units have lever taps, grab rails, specialist toilets, non slip floor tiles and pull cord emergency alarms.

There is a low level dishwashing sink (87cm) with a recess underneath to allow access for wheelchair users.

## **Reception**

Reception is accessible via a 820mm door. There is no raised threshold. There is a low level counter with low level access under the counter.

Disabled customers may park outside of reception.

There is no induction loop in our reception area.

## **Shop**

Our spacious shop, offering an excellent range of groceries, camping equipment and local produce, has ample room for wheelchairs.

## **Fishing**

Our ½ acre course fishing pond has level fishing platforms which provide safe access to the waters edge for everyone, including wheelchair users.

Parking for customers with mobility disabilities is provided within 20m of the first platform and a stone path provides access around the pond.

## **Assistance Dogs**

The Old Oaks is extremely dog friendly, providing a large enclosed exercise area where dogs can run free. This can be accessed via a hard stone path and gate, which is wide enough to allow wheelchair access.

A bench is provided half way down the area for you to take a rest.

Designated dog waste bins and plastic nappy bags are provided around the park to help guests to clean up after their dogs.

## **Hospitals, Doctors & Dentists**

Numbers for the local services are available in reception and in the phone box.

## **Local Transport**

The Old Oaks is not well served by public transport. The nearest bus stop is 1.5 miles from the park and the nearest train station is at Castle Cary 14 miles.

## **Old Oaks Accessibility**

All our male wardens and our site manager have attended the Welcome All course in accessibility awareness.

Staff are available to assist guests during reception opening hours (9am to 8pm). Outside these hours, guests may ring the bell at reception to get assistance from the main house or ask one of our 3 onsite warden couple to assist you.