

# **Hele Valley Holiday Park**

## **Disability Access – Statement**

Hele Valley Holiday Park offers you a holiday experience of rest, relaxation and a chance to escape into our natural environment. With a wide variety of quality accommodation to suit your needs and budget, choose between our spacious lodges with access ramps and spacious interior, modern holiday caravans, delightful country cottages or camping with access facilities. Our friendly staff are on hand if you need assistance.

### **SELF CATERING ACCOMMODATION**

Our luxury Lodge has a ramp access suitable for wheelchairs and level spacious interiors. Many of our pitches have parking alongside the caravans. Four out of our six cottages have their own private parking with two and three steps to the front door. If this would be helpful for you, please let us know when you make your reservation.

### **CAMPING FACILITIES**

All camping pitches are on level ground, allowing your vehicle to be parked on your pitch. There is one unisex accessible shower, toilet and wash facilities allowing wheelchair access via a ramp.

### **PARK**

We take the safety of our customers very seriously so there is a 5 mph speed limit throughout the park with clearly marked speed bumps in several locations.

### **RECEPTION AREA**

There are allocated parking spaces in front of the reception entrance, and next to the ramped access path leading to the reception door. There are two paths that lead up to the reception. The first path has two steps over two levels. The second path has a ramp from the car park to the reception. All public buildings on the park have ramps and have wide doors for easy wheelchair access.

The reception is open daily from 9am until 9pm during the busy periods and from 9am until 6pm at quieter times. In the unlikely event that a guest needs assistance outside of these hours, they can telephone the office number, and their call will be diverted to the manager who lives on the site. However, please be aware that this does not equate to 24-hour service.

While the Park does not have an induction loop at reception, all of our reception staff have been trained to assist people who are hard of hearing and the deaf.

### **ASSISTANCE DOGS**

Assistance dogs are very welcome onto the holiday park. Three of our nineteen caravans are suitable for guidance dogs. There is a "free run" area for dogs at the far end of the park, in our large camping fields.

### **MOBILE PHONES**

Considering that the holiday park is situated in the bottom of the valley, the park has excellent coverage for all Orange mobile phones and good coverage on Vodafone mobiles.

### **TRANSPORT**

The park itself is set in a beautiful tranquil valley, therefore to be able to access the bus stop on the main road, you will need to ascend a small slope. There is a regular bus service, **No.30** from the main road, which will take you directly into the town of Ilfracombe. This bus will also take you to our next largest town of Barnstaple and to Barnstaple train station, which runs from 7am until 10.30pm. The **No.30** also runs regularly to the nearby Wildlife Park and historic family theme park/castle.

The local taxi firm (Combe Cabs) 01271 879323 has people carriers and a modified taxi with wheelchair access.

## **SHOPPING**

Hele Bay Garage has a new mini-mart that is well stocked offering daily newspapers, bakery, fresh milk, vegetables, chilled & frozen goods and an off-license. They also offer an ordering service ready for holidaymakers to collect from the garage when they arrive for their holiday. The nearby local branches of the major supermarket chains will deliver to the park for a small charge. These telephone numbers will be displayed in reception and located in welcome packs for your convenience.

If you feel you need help at anytime during your visit, please mention this to any member of our staff who will be delighted to offer assistance.

We do not have wheelchairs on site, but we can arrange to have one hired for you by contacting the local medical centre or mobility centre. Please ask when making your booking.

Large print brochure, tariff and information are available from the reception, just ask one of our helpful staff and they will be able to send one for your convenience.

Most of our staff have received some accessibility awareness training and we aim to provide a comprehensive service.

Happy Holidays at Hele Valley.