



Holiday Park Access

Our disability access statement allows our business the opportunity to describe to our customers the standards of access available on our Park.

The aim of our access statement is to give a succinct description of the facilities available on the Park and also in the local area. We use this approach because it avoids categorising disabled people and offers the opportunity to give a broad and comprehensive view not only of Mother Ivey's Bay Holiday Park, but also the local area and attractions. The information is being made available through a link from our website and through reception.

Please note that in the event of a complaint being brought against us, the Access Statement will be used as evidence of activity now and in the future in addressing the Equality Act.

Pre-Arrival

We offer telephone, fax, email and postal correspondence and are also more than happy to accept calls through the TextDirect and TypeTalk services.

Our website has been tested to conform to Level A of the W3C Web Content Accessibility Guidelines 1.0, including all Priority 1 checkpoints defined within the Guidelines.

A copy of this access statement is available in large print and via post, fax or email upon request.

We have one wheelchair, available from Reception, for hire in the Park. Please contact us beforehand if you need to hire a wheelchair. Other wheelchair and electronic scooters can be hired, but this needs to be arranged well before your arrival. To do so, contact Tremorvah Industries, Unit 8, Threemilestone Industrial Estate, Truro TR4 9LD. Telephone: 01872 324340. Email: enquiries.tremorvah@cornwall.gov.uk for more details.

Our staff, are always happy to discuss our facilities and your concerns even before a booking is made. Please do not hesitate to ask.

All our buildings are single-storey with no stairs or lifts.

Public Transport

- **Bus:** There is a limited service only. A timetable is available in Reception. The nearest bus stop is opposite Constantine Bay Stores (1 mile).
- **Train:** The nearest station is Newquay (14 miles), but this is a branch line with a limited service. The nearest mainline station is Bodmin Parkway (16 miles).
- **Plane:** The nearest airport is Newquay International (12 miles).
- **Taxi:** A list of operators is available in Reception.

Please note: We do not offer any collection service from local public transport links.



Reception

- The entrance to Reception is via an extra wide door. It is level throughout and entirely accessible to wheelchairs.
- An induction hearing loop is available in Reception and staff are always happy to employ it for your benefit.
- All parking bays are extra wide. One is marked for disabled people, located close to Reception.
- Most Reception staff are "Welcome All" trained and further assistance from all staff is always available upon request.
- The opening hours are 8.00am–8.00pm and 8.30am–5.30pm in the shoulder seasons.

Shop and Launderette

- There is a level access and wide entrance doors to the shop and launderette.
- Large parking bays are located close to the shop, including one reserved for disabled clients.
- The aisles are wide enough for wheelchair access throughout most of the shop. The shelves in the shop are stacked from floor level to head height, but assistance is on offer upon request.
- The launderette has a single width door with a ramp entrance and parking nearby.
- All washers and dryers are front loading and coin operated.

Public Areas

- The site is on a gentle slope and all of our facilities within the main public areas have flat access and wide doors, except the launderette, which has a narrow entrance.
- Guide dogs, hearing dogs and assistance dogs are accepted in all areas.
- The main roads throughout the site and public areas are surfaced with tarmac and are suitable for motorhomes as well as caravans.
- Our 'Palace' toilet block includes a suite suitable for wheelchair users (toilet, wet room/shower and sink).
- There is a direct access to the beach from Mother Ivey's Bay Holiday Park. However, the access path is very steep (1:4 slope in places) and may not suit customers with walking disabilities. A hand rail is provided.
- The children's playground has a swing gate, which is necessary to keep animals out. There is a spider swing installed.



Hire Caravans

- All our hire caravans have parking adjoining and if requested when booking, we will endeavour to keep you as near to the facilities as possible.
- We do except guide dogs, hearing dogs and assistance dogs free of charge, but please inform us upon booking.
- The majority of our hire caravans are not wheelchair accessible having two to four steps to the entry door.
- We have two caravans with a layout that may suit elderly or some disabled customers – these are gold and diamond standard.
 - Features include wider doorsets, ramp access, wet room style shower, accessible WC, wide galley style kitchen and dropped worktop space.
- One of our accessible caravans is equipped with a portable transfer frame.
- Our hire caravans are not designed to accommodate persons who require hoists or those persons that cannot be lifted from a wheelchair to the bedroom areas.
- All hire caravans have showers and not baths, but many vans offer en-suite accommodation.
- All hire caravans are heated and level inside with no steps but with narrow corridors.
- All hire caravans are fitted with smoke detectors and a fire blanket/extinguisher.
- All hire caravans are non smoking.
- Subtitles are available on most TV's and all TV's have remote controls.

Touring Pitches and Facilities

- Parking is permitted on each touring/camping pitch.
- Staff are more than happy to advise on the location of pitches and suitability for your requirements on enquiry and during booking.
- We offer facilities to re-charge electric devices, including wheelchairs and can receive pre-deliveries of medical equipment including oxygen in small amounts.
- All main toilets and shower blocks have wide entrance doors and are level throughout. The toilet and shower facilities provided are spacious, well lit and open 24 hours a day.
- Our "Palace" toilet block has fully accessible WC and shower cubicle.

The Meadows

The Meadows is located at a further distance from the main public areas and is not serviced by tarmac roads. The toilet facility has three steps. We do not recommend the Meadows for wheelchairs.



Grounds and Gardens

- The Park extends over a large area and parts of the site are located on a slope.
- The Park is serviced by tarmac roads linking all areas of the main site except the Meadows field.
- Our roads have 'speed bumps' to control traffic. These are clearly marked with white paint and signs.
- The Park is illuminated at night, with low level energy efficient lighting along most of the roads. Due to our environmental commitments, low lighting levels are present in some areas.
- We have restricted the speed throughout the site to walking speed to ensure the safety of our guests and staff.
- The site is well signposted throughout.
- The individual fields of the site are separated by Cornish hedges and there are many landscaped areas located throughout the site.

Additional Information

If at any time assistance is needed, our Reception staff and park wardens will only be too willing to help. Please do not hesitate to ask. Alternatively, staff can be contacted via the 24hr emergency number.

A 24hr emergency phone number is provided upon arrival should you ever need to contact a member of staff in an emergency. This phone number can also receive text messages. Full lists, including contact details, of local care, medical and service providers and hire companies are available in Reception.

A public telephone is provided. There is generally poor mobile phone coverage throughout the site.

Wifi is available throughout the site, at a charge. Bring along your device, connect to the wifi network and follow the instructions.

Phone numbers for taxi firms with wheelchair accessible vehicles are available in Reception, with a taxi pick up and drop off point adjacent to Reception.

Future Work

We are always looking into ways of increasing the range of disabled and family facilities throughout the Park.

Guest feedback and suggestions are always welcome and warmly received.



Contact Details

Mother Ivey's Bay Holiday Park

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Padstow
Cornwall PL28 8SL

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Fax: 01841 520550
Email: info@motheriveysbay.com
Website: www.motheriveysbay.com

We have tried to be as accurate and as thorough as possible when describing our site and facilities in this access statement; however if it does not answer your particular question or if you require any further information regarding our site and facilities please do not hesitate to contact us. For specific requirements on accessibility please email: info@motheriveysbay.com