

ACCESS STATEMENT FOR RIVERSIDE CARAVAN AND CAMPING PARK

USEFUL NUMBERS TO CARRY WITH YOU

OUR CONTACT INFORMATION

- . Address: Marsh Lane, North Molton Road, South Molton, North Devon. EX36 3HQ
- . Telephone: 01769 579269
- . Fax: 01769 574853
- . Email: relax@exmoorriverside.co.uk
- . Website: www.exmoorriverside.co.uk

- . Opening Hours:

Monday –Saturday	8.30am to 5.00pm	(Bank holiday and Peak Season 8.00am to 9.00pm)
Sunday	9.00am to 5.00pm	(Bank holiday and Peak Season 8.00am to 9.00pm)

- . Emergency number: 01769 579269

- . Police (General Enquiries) 0845 2777444
(South Molton) 01769 572221

- . Doctors
South Molton Heath Centre 01769 573101
(Out Of Hours)
N H S Direct 01271 322577

- . Taxis 01769 573513

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Introduction

We strive to ensure that all our visitors enjoy the accommodation and facilities also the surroundings within our park. We aim to help in anyway we can and if you require any assistance during your stay or whilst planning your visit we will be delighted to help you. Our parks facilities and services available are as follows.

Pre-Arrival

- . Our park can accommodate tents, touring caravans, motor homes and RVs.
- . Our website has up to date information about the park, however, a copy of the this access statement can be posted if required.
- . We are contactable via email, fax, phone or post and staff are always available to Help.

Arrival and Car Parking Facilities

- . Entrance to the park is tarmac.
- . The parking area is beside our showerblock, indicated with a parking sign.
- . Once registered at reception guests can be escorted to their assigned pitch and Assisted with parking if required.
- . One car is allowed per pitch. Extra cars and visitors must use the car park.
- . All facilities are clearly signposted with signs, they are blue and yellow with large writing.

Reception and Shop

- . Access to the reception and shop, which are in the same building is next to the entrance barrier.
- . In front of the reception doors is a barrier.
- . There is a level concrete pavement to the entrance and there is level access through the doors.
- . The doors open inwards.
- . The reception and shop are on one level.
- . Floor covering is wood.
- . There is ample space in the reception area for a large wheelchair to manoeuvre and turn.
- . A low counter is provided.
- . Staff can provide assistance if required.

Public Areas – General (Internal)

- . From the reception area there is a tarmac road which runs into and around the park.
- . The park is situated within large open fields; all roads are tarmac, leading directly onto each pitch.
- . There are benches provided through the park and on bays.
- . Speed limit is 5mph.

Laundry & Utility Room

- . From the tarmac road there is a concrete pathway leading to the laundry and utility room.
- . The doorway to the laundry and utility room is wide.
- . The floor throughout is flat and level.
- . There are two washing machines that operate with three £1.00 coins and one 50p and two loading dryers that operate with 50p.
- . There is an iron and ironing board
- . One hand wash sink.
- . Six washing up sinks with tray
- . Public pay phone is outside the reception window.

Toilets/Showers – Ladies

- . From the tarmac road there is a concrete pathway which leads past the laundry and utility room and continues onto the toilet shower facilities.
- . Access to the facilities is through a single wide door.
- . The entire floor is level and tiles are non slip.
- . Four enambled sinks sit within a rolled top surface with hot and cold taps.
- . There are six toilets, four showers and four wash basins.
- . All cubicles are with a door opening inwards.
- . Shower floors are tiled with new patrician wall all have curtains to retain water and provide a drying-off area within the cubicles.
- . Showers are free of charge.
- . Other amenities,
 - 16amp socket.
 - hair dryers (requires 20pence pieces for meter)
 - 2 full length mirrors
 - 2 head and shoulder mirrors

Toilets/Showers – Gents

- . From the tarmac road there is a concrete pathway leading to the toilet shower facilities.
- . Access to the facility is through two offset openings, the first is a door opening; the second is an internal door.
- . All the floor is level and tiled.
- . Four urinals enabled, and self-flushing.
- . Three enabled sinks sit within a rolled top surface.
- . There are three toilets and three showers cubicles.
- . All cubicles open inwards.
- . Shower floors are tiled with new partitions, all have curtains to retain water and provide a drying-off area within the cubicle.
- . Showers are free of charge.
- . Other amenities,
 - 16amp sockets.
 - electric razor sockets
 - one head a shoulder mirror

Diabled Facilities

- . Shower: large tiled room with shower, nonslip floor, rails, and low shelf.
- . Toilet: Large tiled room, with toilet, sink and hand dryer.

Outdoor Facilities

- . There is a children's play area which has a gate entry.
- . The surface of the play area is grass.
- . Seating (bench) is provided in the area.
- . Fully fenced enclosure for dog walking has a large gate.
- . Dedicated dog bins are around the park for mess. Scoop bags can be purchased in our shop.

Touring & Tent Pitches

- . There are 84 pitches, all have parking space for at least two cars, they can be categorised as follows.
 - . 14 pitches are on hard standing fully services premium pitches all with (water, waste, and electric 16amp, TV) all on an all weather pitch, grass, tarmac and gravel, all have wooden picnic tables.
 - . 40 pitches are on hardstanding fully services pitches all with (water, waste, electric 16 amp, tv) all have tarmac, grass and wooden picnic tables.
 - . 16 pitches for grass with (electric, water, tv connection)

- . There are two water points in the camping field.
- . chemical toilet disposal points opposite the toilet block.
- . four double dustbins areas.
- . Recycling point near reception.
- . Fire points around the park.
- . Pitches are allocated on booking and staff are happy to advice on the location and suitability for your requirements on enquiry.

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Grounds and Gardens

- . The park is set in approximately 40 acres of parkland, level from entrance and through the park.
- . Planting divides some of the park into small discreet areas.
- . The children's play area is fenced and dogs are not allowed within this area.

Addition Information

- . Mobile telephone coverage is good in this area but we do have a public telephone.
- . There is a local bus services which will collect from the park entrance and local accessible taxi service, all details from reception.

Contact Information

- . A list of useful local numbers is available at reception and can be provided upon request; this is also given out in our welcome pack.

Future Plans

- . Our next aim is to have full wireless internet access across the park

Although we have tried to be as accurate as possible and include as much detail as we can in this statement, we are always willing to give information on any aspect of the park, If this statement does no answer your particular question please let us know and we will endeavour to answer your question and amend this statement for future use.

We welcome your feedback to help us continuously improve.

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