

Access Statement for Padstow Touring Park

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This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.



Introduction

Padstow Touring Park is Padstow's premier family camping and touring park. We are open all year and welcome those who enjoy camping, caravan and motorhome holidays. The campsite has panoramic views of the surrounding Cornish countryside with access to a public footpath leading to Padstow and only one mile to the harbour. Within a few miles there are many beautiful beaches and bays to visit and we are well situated to explore much of what Cornwall has to offer.

Our campsite has mature hedgerows and mainly tarmac roads. We have two toilet and shower blocks on our park, including a wheelchair accessible toilet and wet-room.

Access Statement for Padstow Touring Park

We have a site shop selling a range of local produce, camping supplies and gas. There is also a coffee lounge on site, selling a range of drinks and cakes.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01841 532061 or email bookings@padstowntouringpark.co.uk.

Access Statement for Padstow Touring Park

Table of Contents

Access Statement for Padstow Touring Park	0
Introduction	0
Table of Contents	1
Pre-Arrival	2
Arriving by Train	2
Arriving by Bus	2
Arriving by Taxi	2
Arriving by Air	2
Pitch Allocation	2
Car Parking and Arrival	3
Reception	4
Coffee Lounge	5
Shop	6
Touring Facilities	7
Toilet and Washing Facilities (Main Block)	10
Toilet and Washing Facilities (Kernow Block)	11
Disabled Access Toilet and Washing Facilities (Kernow Block)	12
Laundry	13
Grounds and Gardens	14
Play Area	15
Public Footpath	15
Additional Information	17

Access Statement for Padstow Touring Park

Future Plans	17
Contact Information	17

Pre-Arrival

Padstow Touring Park is situated just off the main road into Padstow, making us easy to get to, even for large motorhomes and caravans. Full details can be found on our website, however it is best to avoid the A389 through St. Issey. Some Sat-Navs and online route planners direct you past our drive, as you get close to Padstow look out for our signs.

Arriving by Train

The nearest mainline train station is Bodmin Parkway, which has a regular service. The connecting bus service will drop you off at the site entrance. The Plymouth City Bus 11A, runs hourly from Bodmin Parkway to Padstow, via Wadebridge. Plymouth City Bus advise that wheelchair users are very welcome on board their buses. They are also able to accept some class 2 scooters (up to 1000mm length x 600mm wide) but please note that the scooter 'turning circle' must be no greater than 1200mm, visit <https://www.plymouthbus.co.uk/contact-us/accessibility/> for up-to-date information.

Access Statement for Padstow Touring Park

Arriving by Bus

Connecting buses can take you to Newquay or to Rock, Polzeath and Port Isaac. For full times and details visit www.firstgroup.com and for accessibility visit <https://www.firstgroup.com/bus-accessibility>

Arriving by Taxi

A number of local taxi firms operate in the area and it is easy to get a taxi to Padstow and back, the following companies mobility and wheelchair access taxis:

- Parnells Taxis Ltd, 01208 75000
<http://www.parnellstaxis.co.uk>
- A 2 B Taxis (Truro) Ltd, 01872 272989
www.a2btaxistruro.com

Arriving by Air

Newquay Airport is close by, offering flights from numerous national airports. Although public transport is not very easy from the airport, it is possible to get a taxi, or hire a vehicle.

<https://www.cornwallairportnewquay.com/the-airport/passengers-with-reduced-mobility>

Access Statement for Padstow Touring Park

Pitch Allocation

Pitches are allocated on booking and specific pitch requests will always be accommodated where possible. If you book online you have the option to let us know about any specific access requirements, we will always strive to meet your requirements as best as we possibly can, but pitch allocation will depend on availability at the time of booking.

There is a public footpath to Padstow, this is an unsurfaced footpath across fields and contains a number of styles and kissing gates. Unfortunately there is no pavement on the main road outside the site into Padstow.

Car Parking and Arrival

Padstow Touring Park has ample tarmac parking and a designated Blue Badge parking space. The car park has a low-level lamp post, and the buildings are well lit.



Disabled Car Parking Bay

We have a barrier with number plate recognition, allowing guests to access the park without the need to exit their vehicle.

Access Statement for Padstow Touring Park

Blue Badge Holding day visitors are welcome to enter the site and drop off or collect guests, please ask a member of staff at reception. Taxis carrying a guest with access needs are also permitted onto the site during office hours.



Automatic Barrier

Reception

The reception entrance has low threshold doors which are 840mm wide door. The tarmac car park leads straight onto a paved area and up to the doors.

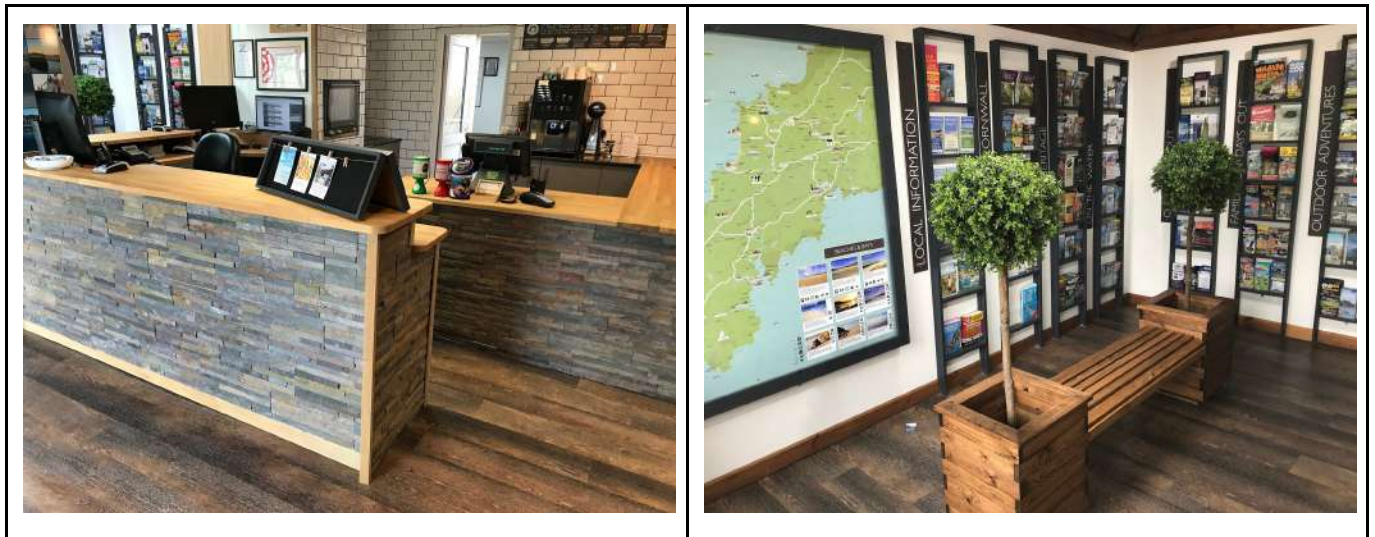


Reception Door

The shop and reception are step-free with vinyl flooring throughout. A section of the counter has been lowered with

Access Statement for Padstow Touring Park

wheelchair users in mind. The reception is well lit overhead. There is a choice of seating in the reception area.



Reception Desk

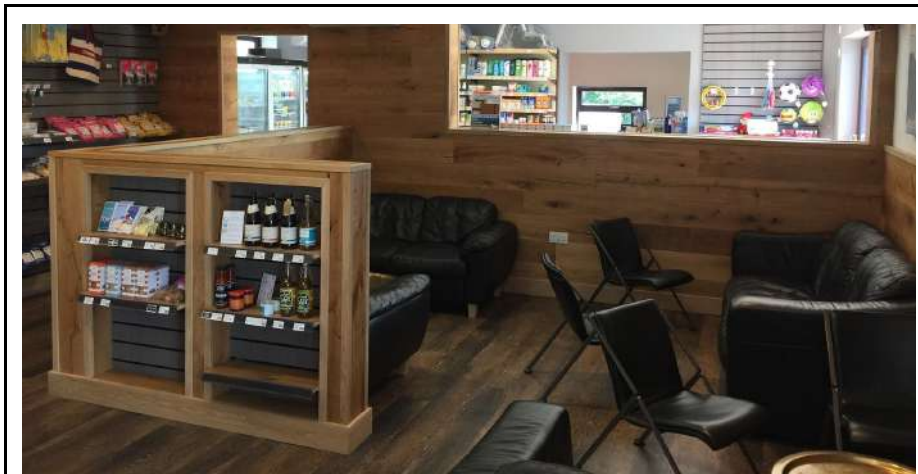
A pen and paper are always available on request. We are also more than willing to show you to your pitch on request.

A hearing loop facility is available.

Coffee Lounge

The coffee lounge is part of the reception, with level floor throughout.

Access Statement for Padstow Touring Park

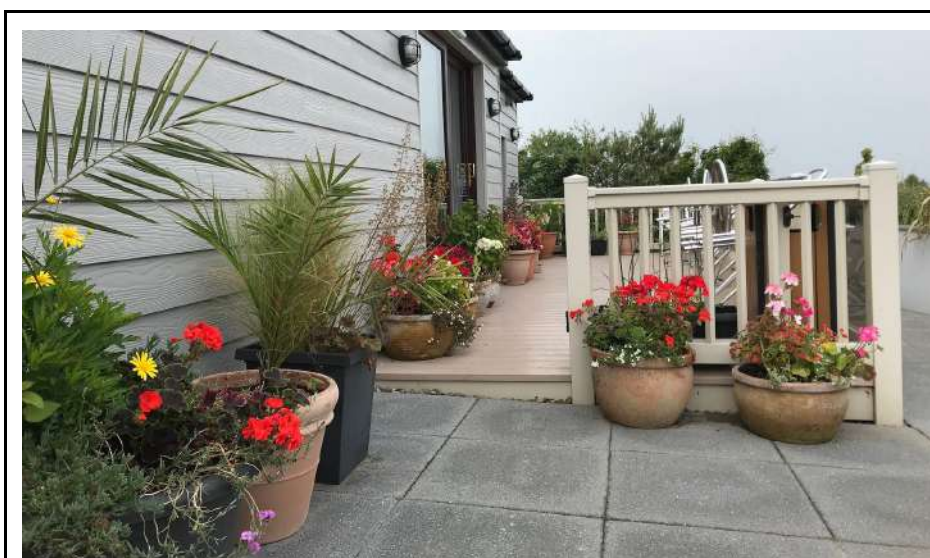


Coffee Lounge

There is a range of moveable seating and tables in the coffee lounge.

The Coffee Lounge is well lit, and has a vinyl flooring finish throughout.

There is a raised deck area with flexible seating accessible from outside, there is a small 120mm step.



Coffee Lounge Deck

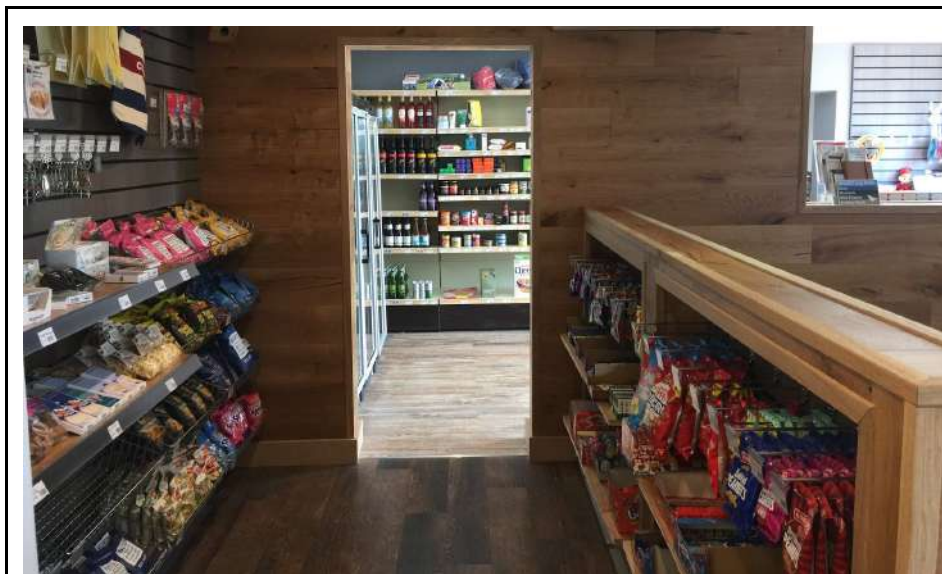
Access Statement for Padstow Touring Park

The closest toilet facilities to the coffee lounge are in the nearby amenities block.

Dietary information on all products sold is clearly displayed and staff will be able to offer advice on dietary requirements.

Shop

The shop is accessed off the coffee lounge through a 840mm wide opening, it has laminate flooring. Much of the stock is accessible from a seated position, and a member of staff is always on hand to assist if required.



Shop Access

There are two steps leading from the top area of the shop down to the lower area with camping and household accessories.

Access Statement for Padstow Touring Park



Shop Top and Lower Section

Touring Facilities

In total we have 150 pitches, catering for tents, caravans and motorhomes. Our pitches are mostly level, and all allow vehicles to be parked on the pitch. We have a mixture of grass and gravel hardstanding pitches, your preference can be requested when you book.

The majority of our pitches now offer a shared water point and grey water waste point, making collecting and disposing of water easy (please note we do not offer serviced pitches where you can stay connected to the water).

Access Statement for Padstow Touring Park



Electric and Water Point

We have bins and recycling points in two locations across the site, including at the exit of the site.



Bin Bay

There are two chemical toilet disposal points conveniently positioned around the site.

Access Statement for Padstow Touring Park



Chemical Disposal Point

We have a motorhome service point, making filling up and emptying even large motorhomes more convenient.



Motorhome Service Point

Access Statement for Padstow Touring Park

The numerous fire points are clearly signed and never too far from each pitch.

A portable hearing loop is available.

There are easy access dish-washing facilities on site, via a small ramp, with one low level sink for wheelchair use.

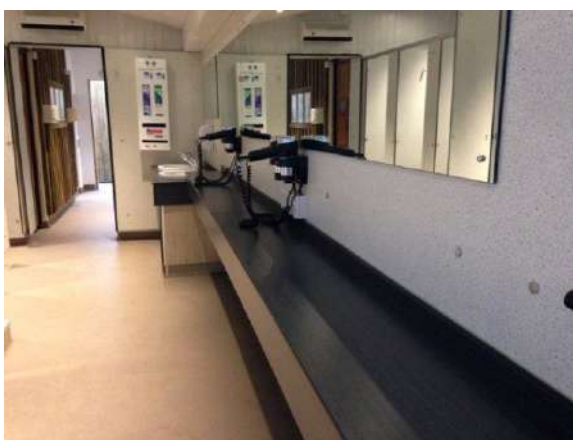


Dishwash Sink

Access Statement for Padstow Touring Park

Toilet and Washing Facilities (Main Block)

The main toilet block has a small ramp, with a single step to one of the gents showers and a single individual washroom.



Main Amenities Block

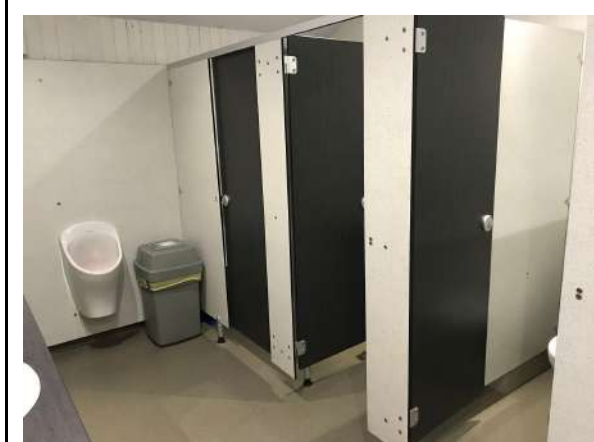
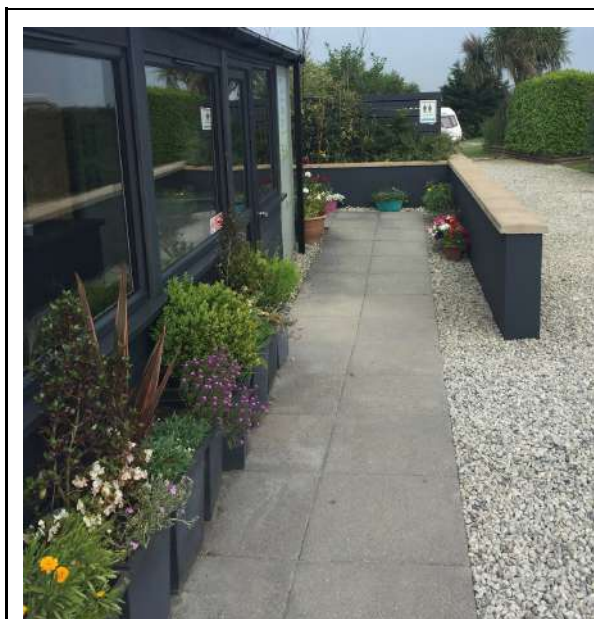
The main amenities block has separate male and female facilities, both with low threshold access. The facilities are level, without steps, with the exception of the showers in the mens, where there is a single step.

Access Statement for Padstow Touring Park

Access Statement for Padstow Touring Park

Toilet and Washing Facilities (Kernow Block)

The Kernow toilet block is all level throughout, the facilities in the block offer level access shower cubicles, toilets and basin. There is automatic swipe control on many of the taps and showers.



Kernow Amenities Block

A family shower room incorporates baby changing facility, extra space and a temperature adjustable shower.

Access Statement for Padstow Touring Park

Parking is possible close to both of the amenities blocks.

Disabled Access Toilet and Washing Facilities (Kernow Block)



Disabled Wetroom

There is one large unisex wet-room in the Kernow Block offering:

840mm door.

Transfer space to the right of the toilet, with a hinged grab handle also to the right

Access Statement for Padstow Touring Park

Two sinks, including a lowered hand wash sink close to the toilet.

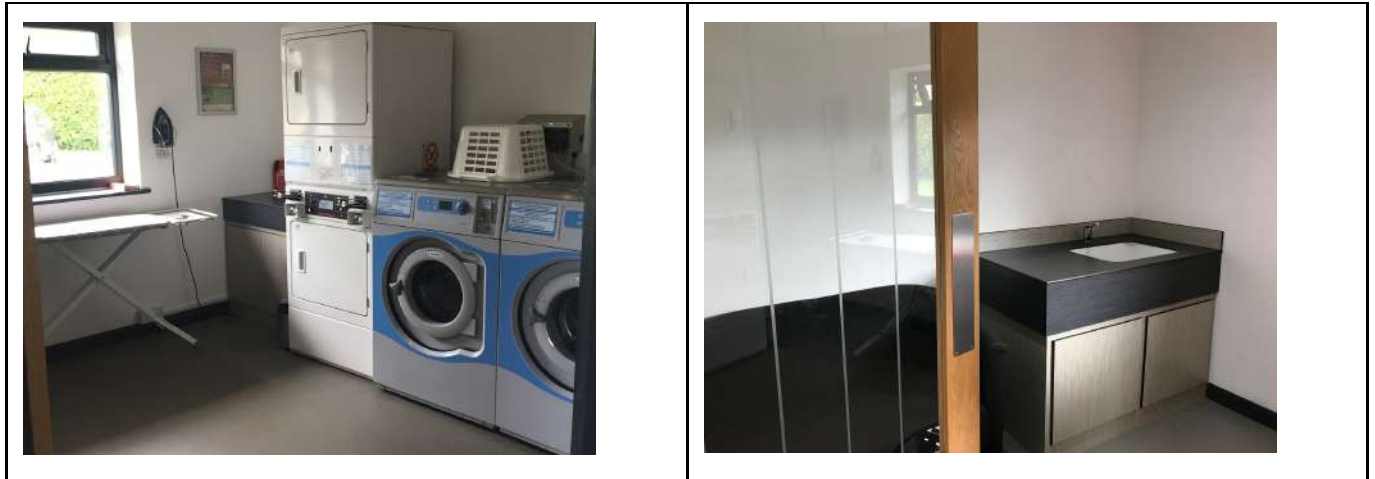
Large level access showering area with a good moveable shower seat.

Alarm system with sound and flashing light.

Automatic swipe control on many of the taps and showers.

Access Statement for Padstow Touring Park

Laundry



Dishwash Sinks

The Laundry has a small, wheelchair friendly ramp to the exterior door.

An ironing board is provided and is fully adjustable.

There is a 850mm high hand wash sink

The laundry is well lit with automatic low energy lights.

The auto-dosing washing machines can be turned off by a member of staff on request.

Access Statement for Padstow Touring Park

There are 3 washing machines, which are all front loading. The tumble dryers are stacked, front loading, the bottom of which is suitable for wheelchair users.

Access Statement for Padstow Touring Park

Grounds and Gardens

Padstow Touring Park is set in 13 acres. The majority of the pitches and facilities are accessed off tarmac roads. Every pitch is clearly marked and is allocated at the time of booking. All pitches back onto hedges, to provide some privacy and shelter.



Padstow Touring Park Grounds and Gardens

The site is mostly level, with a gentle incline in places.

Grass pitches are generally level.

Access Statement for Padstow Touring Park

Hardstanding pitches are generally level, however we always recommend the use of levelling ramps.

None of our pitches are fully serviced, instead have a shared drinking and wastewater point. Caravan users are asked not to permintaley connect up to the water and waste, however hoses can be used to fill / empty tanks as long as the hoses are disconnected after use.

Play Area



Plar Area

Access Statement for Padstow Touring Park

The grass play area has a wide gateway, picnic bench seating and integrated safety matting.

We have a low level adventure play area and a tower system with ramped access, as there are various pieces of equipment most abilities are catered for.

Public Footpath

There is a public footpath to Padstow, maintained by Cornwall Council. Unfortunately this is not wheelchair friendly, being uneven, unsurfaced path with a number of kissing gates and stiles. There is no pavement from our park into Padstow.

Access Statement for Padstow Touring Park

Additional Information

We welcome assistance dogs in all of our facilities and on all pitches. A water bowl is available outside the reception building.

It is possible to use our online booking system at

www.padstowtouringpark.co.uk

or call us 7 days a week to book over the phone.

We also respond quickly to any email enquiries at

bookings@padstowtouringpark.co.uk

Staff are always on hand to help discuss and find out more about local attractions' access statements.

The nearest doctors surgery is only one mile away, in Padstow, the phone number is 01841 532346

Future Plans

Continue to improve disabled access around the park, including hearing and visual impairments.

Access Statement for Padstow Touring Park

Contact Information

Address: Padstow Touring Park Padstow Cornwall PL28 8LE

Telephone: 01841 532061

Emergency Telephone: 07944679829

Email: bookings@padstowtouringpark.co.uk

Website: www.padstowtouringpark.co.uk

Grid Reference: SW 91070 73858

Hours Of Operation: 9am-5pm, high season 8:30am-7pm

Arrivals up to 9pm on request.

Emergency phone is answered 24 hours a days

Large print copies of our policy are available on request.