

Access Statement for
Robin Hood Caravan Park
Updated 1st January 2017.



Introduction

We strive to ensure that all visitors can enjoy the accommodation, facilities and surroundings within the park. Our aim is to help in any way we can to ensure you enjoy your stay with us. If you require any assistance during your stay or whilst planning your visit we will be delighted to assist. Our current facilities and services offered are:

Pre-Arrival

- We cater for tents, touring caravans and have static caravan for hire and for sale
- We offer fax and email and staff always accept Type Talk calls.
- Photobooks showing the route a guest will take from our main gate to their pitch/caravan are available. The photobook can be emailed or posted to guests. Please contact us with your requirements.
- Slingsby is 6 miles from nearest town of Malton. A bus route 194 connects the two. The park entrance is 800m from the village bus stop.

Arrival & Car Parking Facilities

- Reception area has a single, tarmac drop off parking space to the front.
- Level access from car to reception. There is a steep gradient over a short distance from reception onto the main park.
- The car park is well lit from sensor lighting at the side of the house.
- If reception is not open on arrival, use the doorbell on reception to alert us of your arrival. Mobile numbers are displayed.

Main Entrance & Reception

- Access to reception (and shop in the same building) is directly from the car park.

- There is a rounded threshold/lip into the building
- The door is 770mm in opening width with clear opening of 700mm to wind breaker on door.
- There is limited wheelchair access. Services provided by reception will be taken outside if necessary.
- Reception staff hold Welcome All certificates.
- Reception counter is 920mm in height. Flooring provided in laminated wooden sheets.

Public Areas - General (Internal)

- Tarmac roads service all parts of the park. Speed is limited to 10mph on the access routes and 5mph around the main park.
- Many touring pitches (although not all) are hard standing pitches with individual lighting points.
- Street lights are used around the main entrance to the park
- A slight gradient path leads up to the laundry and telephone rooms whilst two steeper descending routes lead to the toilet facilities and the caravans

Public Areas - WC

- The park has one toilet block incorporating ladies, men's and disabled toilet.
- The ladies toilets have step access of 140mm in height. There is an inward opening door with a 800mm opening width. A brass vertical door handle is placed 850mm in height.
- The men's toilets have level access. There is an inward opening door with 800mm opening width. A brass vertical door handle is placed 850mm in height.
- Disabled Toilet has level access. There is an outward opening door with 800mm opening width. A brass vertical door handle is placed 850mm in height. There is a small washbasin with lever taps in reach of WC. White drop down grab rail adjoining WC and chrome grab rail adjoining. Flush within reach at 1250mm height. There is also a low level mirror, hand-drier and coat hook. A baby bath is also available in the disabled facilities which can be filled in either the mens or the ladies toilets. The bath can also be taken back to caravans for hire if necessary

Laundry

- The 690mm door opening width is not accessible for wheelchairs. We do offer a laundry service to guests who would find it difficult to access the room. Please speak to reception if you wish to use this service. There are two front loading washing machines and two front loading tumble driers with coin slots on counter from 880mm height.

Shop

- The shop is in the same building and shares the same entrance and parking as the reception.
- Access is directly from the carpark.
- Staff will offer assistance if required.

Outdoor Facilities

- There is a children's play area with a safety surface.
- Seating (benches) are provided around the area.

Caravans, Holiday Homes & Twin Units

- Static Caravans have 2-3 aluminium open steps each with one hand rail.
- Each comprise of 2 or 3 bedrooms sleeping a maximum of 6 guests, shower/bathroom, lounge and kitchen. All have their own parking spaces and small area of grounds to the doorside of the caravan.
- All caravans are non smoking from 1st March 2008. Dogs are allowed in some caravans but not the Ryedale model.

Touring Facilities (Holiday Parks)

- We have many pitches for tents and assistance can be offered. All tent pitches are level grass. The pitches are not regimented or pre-marked - guests are able to choose their own pitch. Water points and rubbish disposal points are available within the tenting area.
- Many of our touring pitches are block-paved hardstanding sites with the awning area on grass; the others are grass pitches. All pitches have waste disposal points, water and electric points.

- Parking on the grass beside your tent or caravan is allowed
- Assistance in pitching on arrival is offered

Contact Information

- Address: Robin Hood Caravan Park, Green Dyke Lane, Slingsby, York. YO62 4AP
- Telephone: 01653 628391
- Fax: 01653 628392
- Email: info@robinhoodcaravanpark.co.uk
- Website: www.robinhoodcaravanpark.co.uk
- Grid reference: SE700749
- Hours of operation: March 1st - October 31st
- Emergency number: In case of emergency ring 999.
Beki's Mobile: 07545 120831
- Local carers: Derwent Surgery, Malton. 01653 600069
- Local equipment hire companies:
British Red Cross Loan Service - 01653 696188
- Local public transport numbers:
Stephensons of Easingwold - Number 194 - 01347 838990
Coastliner - 01653 692556
- Local accessible taxi numbers:
Ryedale Taxis - 01653 600030
Station Taxis - 01653 698333

We welcome your feedback to help us continuously improve if you have any comments please phone 01653 628391 or email info@robinhoodcaravanpark.co.uk