



Heather View Disability Access Statement

Heather View Leisure Park welcomes people with disabilities and has developed this Access Statement to address some of the common issues which disabled people may face. We are a pet friendly park, and guide dogs are permitted throughout. We aim to ensure that all employees, guests and others who use the park and its facilities are treated equally and according to their needs.

Pre-arrival

For any help or assistance prior to arrival, we advise contacting our Reception or Holiday Sales team.

Reception and complex entrance

We have car parking spaces directly outside of Reception and the Complex. The Complex has designated disabled bays. All facilities on park including Reception, the launderette, Complex and play areas have ramp or flat access. None of the facilities have steps inside so are completely accessible to wheelchairs, push chairs etc.

Public areas

Access around the park varies due to some steep inclines, however all roads are tarmacked, other than one gravel road behind Hazel Corner. The road surfaces have recently been tarmacked.

Accommodation

We offer two accessible caravans on site. One is located on The Acorns 24 and features all the usual comforts and additional specific features designed for guests with limited mobility which include a manual hoist, large bathroom, lowered kitchen counters, large bedroom allowing space to manoeuvre and external ramp access to the accommodation itself. The other is located on Ash Grove 19 and features the following: a manual hoist, large bathroom, and external ramp access. Unfortunately, this unit does not include the lower kitchen counters or the additional space in the main bedroom. Each of our holiday accommodation has its own dedicated car parking space.

Local area

Stanhope has designated disabled parking along the main street and at the Tourist Information Centre which also has ramp access throughout. The main shops are all along one street and the majority have flat access. The local Co-Op has a lift inside, so the first floor is accessible to all. Stanhope swimming pool has ramp access and designated disabled parking.

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