



Thurston Manor Disability Access Statement

Thurston Manor Holiday 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

There is a parking area directly outside Reception and the shop. There is additional parking outside the complex with allocated disabled bays. Reception, the shop and the complex can all be accessed by ramp for easy access. Movement around the complex is all on one level with plenty of space for wheelchairs between connecting doors throughout the building. There are disabled toilets available in the complex and Reception areas. The swimming pool does not have a hoist facility but there is level access into the building.

Public areas

The top area of the park is all on a reasonably flat level, as is the bottom area, however the hill joining the two is quite steep. There are two launderettes on park, one of which is accessible whilst the other has a small step to access.

Accommodation

There are three accessible caravans and one accessible lodge on the park which are suitably equipped and accessible. Each of these caravans have designated parking adjacent to them.

Local area and public transport

Dunbar is approximately 5 miles from Thurston Manor and has a railway station with step-free access to all platforms, accessible ticket machines, a height-adjusted ticket office counter, induction loops and ramps for train access. Please note there are no accessible toilets at Dunbar Railway Station, so guests may wish to plan ahead before travelling. Local bus services operate in and around Dunbar, including the 253 service between Dunbar and Berwick-upon-Tweed. Borders Buses advise that their buses meet accessibility requirements, with low floors, ramps and space for one standard wheelchair user, although availability may depend on the service and vehicle in use. Within Dunbar, some local visitor facilities provide accessible access, including Dunbar Town House Museum and Gallery, which has step-free access and accessible toilet facilities. East Lothian Council also provides accessible public toilets across the area, many of which use the RADAR key scheme.

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