

Access Statement

Woodlands Grove Caravan and Camping Park.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01803 712598 or email holiday@woodlandsgrove.com

Introduction

- Woodlands Grove Caravan and Camping Park is located in the beautiful South Hams area of Devon, just 5 miles from Dartmouth and 9 miles from Totnes. Woodlands is located in 24 acres of rolling landscape.
- The Caravan and Camping Park is located on a slope, pitches on Falcons View and Hillcrest sites have been terraced and are level, Well Park pitches are naturally sloping. The area around each facilities building is level.
- We cater for tents, touring caravans and motorhomes.
- All Woodlands staff are committed to making your stay with us enjoyable and trouble free and are always willing to help. Should you require any assistance at any time please ask a member of staff.
- 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 not answer your specific question please let us know and we will endeavor to answer your question and amend this statement for future use.

Pre-Arrival

- We offer a postal service, fax, email and textphone. Our Reception team always accept Type Talk calls.
- Our Access Statement, facilities opening times and menus are available in large print.
- Assistance dogs are welcome at Woodlands. There is a dog walk area where dogs can run free. Please pick up any dog waste and place in the bins.
- The X81 bus stop is located at the site entrance, this service runs between Dartmouth and Torquay via Totnes, Woodlands is a designated stop on this route. At Totnes you can connect to local and national bus and train services.
- Totnes based Happy Cabby Taxis have vehicles with wheelchair access, these can be pre-booked on 07979 044146.
- The nearest Shop Mobility is at Brixham c/o Barclays Bank in the Central Car Park 01803 858304.
- Wheelchairs can be hired from St Johns Ambulance based in Dartmouth who can arrange delivery and collections to Woodlands, they can be contacted on 07815 852737 or 01803 835818.
- The campsite roads and facilities are well signed and lit at night. A 5mph speed restriction is in operation with speed bumps, these are well marked with yellow stripes. All main routes onto and around site are tarmaced except the internal roads at Well Park which are compact gravel.
- Pitches are allocated at the point of booking. Staff can advise on suitability of pitches and location for individual requirements at the time of booking.

Car Parking & Arrival

- As you drive into Woodlands signs direct Caravan Park arrivals to the entrance barrier. During the day a member of staff raises this barrier and directs you to the arrivals area. There is a phone number displayed for assistance. In the evening there is a button on the right hand side which when pressed will raise the barrier. Follow signs to the arrivals area to the right.
- The arrivals area has room for over seven vehicles with caravans, it is level and lit. Contact details are displayed here.
- The arrivals area and the roadway leading to it are tarmaced.
- From the arrivals area it is an approximate 60m walk to Reception to check in. The walk is tarmaced, there is one speed ramp which has a grassed area either side to allow for wheelchairs and pushchairs. Reception is accessed by 7 down steps or for wheelchair and buggy access follow the signs and concrete path to the right before the steps.
- There are 6 up steps or a ramp up with a hand rail to Reception. There is a 'ring for assistance' bell located at the bottom of the slope to reception.
- If requested a member of staff will meet you in the arrivals area and check in can be completed at your vehicle. Please telephone reception on arrival or ask the person at the barrier to contact reception on your behalf.

Reception

- In Reception you can obtain help with all enquiries including tourist information, campsite arrivals and lost children.
- Reception is open daily from 9am to 5.30pm (6.30pm during school holidays), out of hours a Duty Campsite Warden is available. A map showing their location is displayed outside reception.
- The ramped doorway to reception is a single door, 780mm (2'7") wide with a 100mm (3'33") threshold.
- There is ample room in reception for a wheelchair to maneuver. Seating is available.
- The reception is level, well lit with day light diffuser strip lights and has short pile carpet flooring.
- There is a pad and pen available on the reception desks, which are 1220mm (4') high. Reception staff will utilise clip boards as required.
- On check in you will receive a Welcome Brochure which details medical help and emergency numbers, Campsite and local information to help with your stay and a Campsite and Local area map.
- After check in you will be shown to your pitch by a Caravan Park Warden.

Touring Facilities

- Hard standing and grass pitches are available
- A parking space is available on each pitch, some pitches can accommodate additional vehicles, please check with reception.
- Water points, dustbin areas and grey waste points are available on each Falcons View and Hillcrest terrace and distributed across our Well Park area.
- Chemical disposal points are located near each facilities block in wooden huts and are marked on the Caravan Park map.
- Fire Points are located centrally within Falcons View, Hillcrest and Well Park.
- The Caravan Park Warden will point out these areas and the facilities building when showing you to your pitch.

Dish Washing Facilities

Dish washing sinks at our facilities buildings are all operated by push on taps. At Falcons View they are located inside the building to the right of the main foyer and accessed through a 650mm (2'1.5") door. They have a clear space underneath and are 920mm (3') high. At Hillcrest washing up sinks are located along the front of the building, these are 910mm (3') high and boxed in. At our Well Park facilities the sinks are located at either end of the building, these are 840mm (2'9") high and have a clear space underneath.

Toilet & Washing Facilities

Each of our camping areas has a central facilities building with unisex disabled toilet and washing facilities. These facilities have a sign on the door. They do not require the user to obtain a key from Reception.

• Falcons View

The facilities building has level tarmac access to the front where the unisex disabled toilet and shower is located in the second room from the right. This room has ramped access through a 860mm (2'10") wide door. This room is designed as a wet room with a resin floor and central fluorescent light.

To the left hand side of the WC there is 1300mm (4'3") clear space, the WC height from floor to seat is 420mm (1'4") there is a horizontal grab rail to the left hand side. The sink is 840mm (2'9") high with push operated taps and clear space underneath. The hand dryer can be operated from a seated position.

The shower area is 900 x 1600 mm (2'11.5"x 5'3"), with temperature and flow controls which can be operated from a seated position. To the right hand side there is a fold down shower chair at a height of 540mm (1'9"). This area also has 2 vertical grab rails.

In addition a free standing transfer stool is available within this facility.

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- **Hillcrest**

The Facilities building has level tarmac access to the front where the unisex disabled toilet is located. This room has a ramped access through a 780mm (2'7") wide door. The room has a tiled floor with a central fluorescent light.

To the left of the WC there is a clear space of 760mm (2'6"), the WC height from floor to seat is 450mm (1'6"), to the right hand side there is a vertical and a horizontal grab rail. The sink is 750mm (2'5.5") high with push operated taps and clear space underneath. The shaving plug, hand dryer and soap dispenser can be operated from a seated position.

- **Well Park**

The facilities building has step access at the front and ramped access at the rear which leads to a wide level wooden walkway. The disabled toilet and shower is located in the second building with ramped access through a 780mm (2'7") door. This room is designed as a wet room with a resin floor and central fluorescent light.

To the right of the WC there is a clear space of 1000mm (3'3.5"), the WC height from floor to seat is 430mm (1'5"), there is a vertical grab rail to the left and a horizontal grab rail to the right hand side. The sink is 820mm (2'8") high with push operated taps and clear space underneath. The hand dryer, hair dryer and soap dispenser can be operated from a seated position.

The shower area is 1000 x 1200 mm (3'3.5"), it has push button controls which can be operated from a seated position. To the right hand side there is a fold down shower chair at a height of 520mm (1'8.5"). This area also has a vertical grab rail.

In addition a free standing 400mm (1'4") high transfer stool is available within this facility.

Food and Drink Takeaways

- The Coffee Bean daytime takeaway and La Pizzeria evening takeaway are located at the brick building behind reception and are identified on the site map. They can both be accessed via the concrete paths to the left or right of reception.
- The Coffee Bean counter is 1120mm (3'8") high and La Pizzeria counter is 1040mm high (3'3"), this area is lit at night.
- During the day vehicles can be parked on pitch or alternatively in the Blue Badge area in the day visitors car park. After 6pm Blue Badge vehicles may park near the cycle rack by reception.
- Menus are available on site and can also be posted out prior to your stay. Large print menus are available on request.
- Special dietary requirements may be accommodated but notice will normally be required.
- The nearest wheelchair accessible WC is located under the Gift Shop.
- A canned drink dispensing machine is located to the right of the Falcons View facilities building.

Launderettes

Launderettes are located in the Hillcrest facilities building and Falcons View facilities building.

- **Falcons View**

To access the launderette enter the foyer through the ramped main 1670mm (5'6") entrance. The launderette is on the left hand side, with level access through 1200mm (3'11.5") double doors.

This area has room to maneuver a wheelchair or pushchair and has a level resin floor. Two sinks are available for hand washing, these are 920mm (3') high with clear space underneath and have push operated taps. There are four top loading washing machines, 950mm (3'1.5") high, a top load spin dryer, 840mm (2'9") high and four front load tumble dryers, two at 310mm (1') high and two at 1310mm (4'3.5") high. Irons are reachable from a seated position and ironing boards are adjustable. Seating is available.

- **Hill Crest**

The launderette is located to the left of the facilities building under the fire escape steps. The ramped door is 710mm (2'4") wide with a 80mm threshold.

Inside the floor is tiled and level and there is space to maneuver a wheelchair or pushchair. This area has two top loading washing machines, 950mm (3' 1.5") high, a top loading spin dryer 840mm (2' 9") high and two front loading tumble dryers, 310mm (1') and 1230mm high (4' 0.5"). Seating is available. All ironing boards are height adjustable and switches can be accessed from a sitting position. Two sinks are available for hand washing, these are 910mm (3') high with clear space underneath and push operated taps.

Shops

General Store

- The General Store is well stocked with groceries, camping accessories and everyday essentials.
- The General Store is the wooden building behind the arrivals area and is identified on the site map. It is accessed via a walkway from the arrivals area, parking is available at the rear of the arrivals area.
- The walkway is tarmac with some gravel. Ramped access is available to the left hand side of the building, this leads to a level wooden walkway.
- The shop doorway is ramped and has a width of 820mm (2'8").
- The shop has a level resin floor.
- There is room to maneuver a wheelchair or push chair.
- Merchandise is displayed at all levels and staff can give assistance if required.
- The shop counter is 900mm high (2' 11.5").
- Background music is not played.

Gift Shop

- The Gift Shop is well stocked with gifts, children's treat and holiday goodies.
- The Gift Shop is located in the brick building behind reception at the entrance to the Leisure Park and identified on the site map. It is accessed via the tarmac pathway to the left of reception.
- The shop doorway is ramped and 1690mm (5'6.5") wide.
- The shop has a level resin floor.
- There is room to maneuver a wheelchair or push chair.
- Merchandise is displayed at all levels and staff can give assistance if required.
- The shop counter is 900mm (2' 11.5") high.
- Background music is not played.

Games Room & TV Room

- The Games Room and TV area are located on the first floor of the Falcons View facilities building.
- This area is accessed by stairs from the main foyer. These stairs have a hand rail either side.
- The floor is short pile carpeted and level. It is well lit by ceiling lights and there is room to maneuver.
- The TV area has a remote controlled television and seating with tables.
- The games area has two table tennis tables, one air hockey table, one pool table, a number of arcade machines and seating with tables.

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Additional Information

- We have facilities to charge mobility scooters and battery charged wheelchairs. Please enquire at reception.
- A public phone is available by the Leisure Park Entrance Kiosks.
- Mobile telephone reception is weak, except the Orange and T.Mobile networks.
- Internet access is available on site through Park Wifi using your own device.
- A 3G signal is available on site, though signal strength can vary.
- A medical/first aid centre is situated across the patio from Reception. Ring the bell and you will be attended by a qualified First Aider. First Aiders are trained to deal with minor injuries and the initial stages of major injuries until emergency services arrive at the scene.
- Phone numbers for Hospital, Doctors, Dentists and Chemists are provided in Welcome Packs and available from Reception. Maps and directions are available from Reception.

Contact Information

Address: Woodlands Grove Caravan & Camping
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Totnes
Devon
TQ9 7DQ

Telephone: 01803 712598

Fax: 01803 712680

Email: holiday@woodlandsgrove.com

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