



## **Accessibility Statement**

Our aim at Flaxton Meadows is to provide the best experience for our guests during their stay with us, and to accommodate those with mobility difficulties. The following statement is a summary of what we can provide and if you have any questions, please do not hesitate to contact us on 01904 393943 or email [hello@flaxtonmeadows.co.uk](mailto:hello@flaxtonmeadows.co.uk)

Flaxton Meadows Eco -friendly Campsite has 35 touring pitches sited on level ground with parking next to each pitch. A gravel driveway leads through the site to the camping and caravan pitches and also to the 5 log cabins.

For those needing assistance please contact reception in advance and we will endeavour to provide any necessary help.

### **Pre-Arrival:**

- We cater for most groups of people, however we do not allow hen/stag parties.
- Bookings can be made online or via the phone. Please read our terms and conditions and campsite rules before booking.
- Booking in advance is suggested although last minute books can often be made.
- Profoundly deaf and blind people must be accompanied by an able-bodied person who would be able to assist in the event of an emergency, as staff are not on site 24 hours per day.

### **Arrival:**

- For the safety of our visitors, we have a 5mph speed limit in operation throughout the park.
- We operate a barrier access system to the park so cars have to slow on arrival, this also ensures only guests and staff can drive onto the site.
- A gravel road leads through the site and towards the camping pitches / cabins.
- On arrival, please drive through the vehicle recognition barrier and towards the facilities block / reception where you will be greeted by a member of the team and shown to your pitch / cabin.

### **Cabins:**

- Each cabin has allocated parking for two cars at the front of the property.
- The cabins are one level with wheelchair access.

### **Touring Pitches:**

- All pitches are on level ground with parking for one car alongside the pitch.
- We offer grass or hardstanding pitches, all with electric hook up provided.
- All pitches are within easy access of the facilities block.
- We can assign pitches close to the amenities block if required.

### **Tents:**

- Our Tent pitches are located separately a further distance from the main site, but still within reach of the facilities block.
- All tent pitches are grass and level.
- Electric hook-ups are not provided.
- We would not recommend these pitches for wheelchair users.

### **Lighting:**

- As we are in a dark skies area, please bring a torch with you.
- The site is not lit up at night time.
- The facilities block has automated lights which will light up upon entering.

### **Facilities**

- The facilities block has 24 hour access and is well lit.
- The facilities block has push/pull handle doors.
- Non slip flooring is used throughout.
- There are no assistance aids in the main facilities block
- The toilets are flushed with push buttons.
- The facilities block consists of ladies and gent's washroom, family bathroom, disabled bathroom, a friendly bar, launderette and pot washing area.
- The facilities block has level access.
- The facilities block contains large cubicles with both showers and toilets.

### **Family Bathroom:**

- The family bathroom contains a level shower.

### **Disabled Bathroom:**

- The disabled bathroom contains a level shower with rails and a shower seat.
- The bathroom door is wide enough for wheelchair access with sufficient internal space.

### **Launderette:**

- The launderette is situated to the rear of the facilities block and has level access.
- Machines are front loading and a £1 coin is needed to operate.
- The laundry is well lit.

### **Staff**

- Our friendly team are on site to assist you. Please look out for them.
- All staff have disability awareness training, and are aware that not all disabilities can be seen.

### **The grounds**

- The site has level access throughout.
- Pitches are grass and hardstanding.
- A gravel road leads to the site.

### **Lake:**

- The lake is fenced off for safety.
- No swimming is allowed in the lake.
- No fishing is allowed in the lake.

### **Nature Walk:**

- A map of the site can be found on the notice board located in three positions on the facilities block.
- The nature walk has level access.
- The nature walk is a mown grass path.
- Care must be taken when walking along the nature walk.
- This is not suitable for wheelchair users.

### **Dogs:**

- Guide dogs, assistance dogs and hearing dogs are welcomed in all areas of the park.
- All dogs must remain on a tight lead.
- There is a nearby designated dog walking park where dogs are able to be exercised either on or off leads. Directions can be found on the notice board of the facilities block.
- A dog wash is also provided.

### **Telephone**

- In case of emergency a telephone is available within the bar area.
- Emergency telephone numbers can be found on the notice board on the facilities block.
- We have a reasonable coverage of all mobile phone networks, however as we are in a countryside setting, there can be certain areas where the signal strength may be low.
- WiFi is available in the bar

### **Additional Information**

- The site is a 20 minute drive from York
- Local transport is limited, details of the local buses and also details of the nearby Park and Rides located on the notice board.
- A local taxi company will pick up from the site when called.

### **Future Improvements:**

- We are always looking into ways of improving the range and quality of disabled and accessible facilities throughout the park. Guest feedback and suggestions are always warmly received and acted upon as appropriate.