# Accessibility Guide for Wentworth Holidays

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### Welcome

Wentworth is a small, compact chalet site established in the 1960s and in our ownership since 1999. Most regular customers use us as a base, but the general layout does not lend itself to families who would normally spend a lot of time on-site.
All chalets are equipped with:
• Fitted lounge and bedroom heaters
• Colour TV, full-size electric cooker, microwave and toaster.
• Kitchen equipment, china and cutlery
• Bed linen and towels included. For persons staying longer than a week, a change can be provided on Fridays.
• Bedrooms and lounge are carpeted.
• We offer a free WiFi system

## At a Glance

###  Access with steps

* There are steps from the main entrance to:
	+ Wentworth Reception
	+ Bedroom
	+ Wentworth
	+ Oliver

###  Bedrooms

* We have non-allergic bedding.

###  Hearing

* The (bedroom) TVs have subtitles.

###  Visual

* Glass doors and full-height windows have contrast markings.
* Some parts of the venue have low lighting.

###  General

* Staff are available 24 hours a day.
* We have emergency evacuation procedures for disabled visitors.

## Getting here

Bultitudes Loke
Caister-On-Sea
Great Yarmouth
NR30 5DH

####  Travel by public transport

* You can get to Wentworth Holidays by bus and train.
* The nearest bus stop is on the main road just to the left when you exit Bultitudes loke. The bus stop is 0.1 miles / 0.2 km from Wentworth Holidays.
* The nearest train station is Great Yarmouth Train Station. The train station is 2.5 miles / 4.0 km from Wentworth Holidays.
* We advise people travelling via train to get a taxi from the train station to us.

####  Travel by taxi

* You can get a taxi with Albies by calling 01493331111. The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with Swift by calling 01493300300. The taxi company has a wheelchair accessible vehicle.

####  Parking

* We have a car park. The parking is less than 50 metres from the main entrance. Parking is free.
* There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
* From the car park to the entrance, there is level access.

## Arrival

####  Path to main entrance

* From the street to the main entrance, there is level access.

####  Main entrance

* The main entrance has level access.
* When you arrive, we can help carry your luggage.

## Getting around inside

#### Visual Impairment - General Information

* We have contrast markings on all glass doors and contrast markings on all full-height windows.
* Some parts of the venue have low lighting.

####  Wentworth Reception

* From the main entrance to reception, there is 1 step. There is no lift and no ramp.
* You can sit down at reception.
* The reception is a very informal area and as such it does not have a check in desk.


Outside view of reception.


Inside reception.

####  Bedrooms

* All bedrooms have windows.
* Bedrooms have ceiling lights, bedside lamps and natural daylight.
* Lights are LED and energy saving. TVs have subtitles.
* All bedrooms are non-smoking.
* We have non-allergic bedding.
* All bedrooms have fitted carpets.
* The bedroom nearest the main entrance has 1 steps.
* We have bathrooms with a separate shower.
* The walls and the fittings have high colour contrast.


Oliver bedroom


Oliver bedroom


Oliver bathroom


Oliver bathroom

####  Wentworth

* From the main entrance to the laundry, there are 2 steps. There is no lift and no ramp.
* We have an iron and ironing board. You can use the ironing board sitting down.
* The ironing board can be used from a seated position but the plug for it is raised and cannot be reached from a seated position.


Laundry entrance.


Inside laundry.


Ironing board.

####  Self catering kitchen

#### Oliver

* We have an open plan kitchen.
* From the main entrance to the kitchen, there is 1 step. There is no lift and no ramp.
* The table and plates have high colour contrast.


Oliver Kitchen

####  Lounge

#### Oliver

* From the main entrance to the lounge, there is 1 step. There is no lift and no ramp.


Oliver lounge.

## Customer care support

* You can hire mobility equipment from Beactive Mobility by calling 01493 444 384.

#### Customer care support

* Staff are available 24 hours a day.

Guide last updated: 17 December 2019