

# Accessibility Guide for Waterfoot Caravan Park

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### Welcome

Waterfoot Park is located just outside the village of Pooley Bridge, and a stone's throw from England's most beautiful lake, Ullswater.  Our park is home to a collection of self-catering cottages, hive cabins, and glamping pods - many of which are dog-friendly - and with touring pitches for caravans, and holiday homes for sale, we are the perfect choice for both short and long-term stays in the Lake District.

Watch the video: [Waterfoot Park, Pooley Bridge](https://youtu.be/DcX6gvoCPxw)

## At a Glance

###  Level Access

* The main entrance has level access with a ramp. The ramp is permanent.
* There is level access from the main entrance to:
	+ Reception/Shop/office
	+ Laundry
	+ Mansion Bar
	+ Waterfoot Shop/Reception
	+ Play Park

###  Hearing

* The fire alarm has flashing lights.
* We have a hearing loop in located inside the reception/shop facility.
* Some staff have Next Generation Text and disability awareness training.

###  Visual

* Glass doors and full-height windows have contrast markings.
* The walls and the doors have high colour contrast.
* We have information in large print.

###  General

* Staff are available 24 hours a day.
* Some staff have disability awareness training.
* We have emergency evacuation procedures for disabled visitors.

## Getting here

Lake District Estates Co. Ltd Waterfoot park
Soulby
Penrith
CA11 0JF

####  Travel by public transport

* You can get to Waterfoot Caravan Park by bus and train.
* The local bus route number is the 508 and the nearest bus stop to the park is 0.5 miles / 0.8 km located at the Ullswater Steamer Pier, Pooley Bridge. The walk to the site is either along A592 with no safe footpath or via a public footpath however please note that this path is uneven and not pushchair or wheelchair friendly. The bus stop is 0.5 miles / 0.8 km from Waterfoot Caravan Park.
* The nearest train station is Penrith. The train station is 5.2 miles / 8.4 km from Waterfoot Caravan Park.
* The nearest train station is Penrith which is 5.2 miles by car.

####  Travel by taxi

* You can get a taxi with bluebell Taxies by calling 07594 311421.

####  Parking

* We have a car park. There are accessible parking spaces. 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. There is a permanent ramp.
* The path is sloped.
* The route is 900mm wide, or more.
* The reception/shop is located at the main entrance.


Waterfoot Reception/Shop parking and access ramp located beside main entrance

## Arrival

####  Path to main entrance

* From the street to the main entrance, there is level access.
* There is a permanent ramp.
* The path is 1500mm wide, or more.
* The path is sloped.

####  Main entrance

* The main entrance has level access.
* There is a permanent ramp.
* The door is 900mm wide.
* The main door is side hung and manual.


Reception/Shop main entrance

## Getting around inside

#### Visual Impairment - General Information

* We have contrast markings on all glass doors, contrast markings on all full-height windows and high colour contrast between walls and doorframes.
* Watch the video: [Waterfoot Park arrival and Good to go information](https://www.youtube.com/watch)

####  Reception/Shop/office

* From the main entrance to reception, there is level access. There is a permanent ramp.
* The door is 900mm wide.
* The check-in desk has a low section for wheelchair users. You can sit down at reception.

####  Site facilities

* We can help you with pitching.
* You can park next to your tent and caravan.
* We have showers, with a seat.
* We have showers, with a handrail.
* We have a level access shower.
* There is a shower chair available.
* The level access shower has handrails.
* The toilets have handrails.
* The direction of transfer onto the toilet is to the left.
* The taps are lever operated. There is space under the basin, with no pedestal or boxing.
* The bathroom has an emergency call system.

####  Laundry

* From the main entrance to the laundry, there is level access. There is a permanent ramp. We have an iron and ironing board. You can use the ironing board sitting down.
* Washing/Drying machines are stacked with dryer on top - access to which can be assisted if required.

####  Bar

#### Mansion Bar

* From the main entrance to the bar, there is level access. There is a permanent ramp.
* The main entrance to the mansion is up 3 steps of varying height.
There is an accessible entrance around the left side with a permanent ramp and level access.  The door can be opened with a radar key and this is only accessible during bar hours.
There is an Accessible Toilet in the Mansion with grab rails, shelf, sink, and baby changing facility.

####  Shop

#### Waterfoot Shop/Reception

* From the main entrance to the shop, there is level access. There is a permanent ramp. The route is 900mm wide, or more. The door is 900mm wide.
* The route through the shop is 800mm wide, or more.

## Getting around outside

#### Play Park

* From the main entrance to this area, there is level access. The route is 1000mm wide, or more. The entrance is 900mm wide.
* Please see the video for more information on the play park equipment but note that the play park is a large grassed area.

## Customer care support

#### Accessibility equipment

* We have a hearing loop in located inside the reception/shop facility.
* magnifying glass if required is available in reception.
* For a list of more items, please go to https://lakedistrictmobility.org/accessibility.
* Waterfoot Park is surrounded by public footpaths and quiet country lanes with plenty dog walking areas and if necessary we have areas on park, please ask.
* We have an area to charge mobility scooters and battery powered wheelchairs.
* please ask at reception and we can arrange this for you
* You can hire mobility equipment from Lake District Mobility by calling 07843 754239.

#### Emergency evacuation procedures

* The fire alarm has flashing lights.
* Within self-catering facilities and public areas there is emergency lighing with flashing lights to assist evacuation.

#### Customer care support

* Some staff have disability awareness training.
* Some staff have Next Generation Text training.
* We have information in large print.
* Staff are available 24 hours a day.
* Staff are available 24/7 at reception either via emergency oncall phone system or inside during opening hours.

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