

# Accessibility Guide for Super Luxury Caravan

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### Welcome

Our Super Luxury Holiday Caravans are located on Northcliffe Holiday Parks on Premium Plus Pitches with a front facing sea view & private parking for 2 cars

Bespoke wooden decking with table & chairs.

These caravans have all that our Luxury Caravans offer but with more space, a king sized bed in the master bedroom.

The fabulous spacious kitchen & dining area has an integrated under counter fridge & freezer as well as an integrated microwave. The free-standing dining table & 4 upholstered chairs.

The master bedroom has a walk in wardrobe, dressing table & stool. The king sized bed has a lift up under bed storage.

## At a Glance

###  Level Access

* The main entrance has 4 steps and a handrail. There is no lift and no ramp.
* There is level access from the main entrance to:
	+ Lounge

###  Access with steps

* There are steps from the main entrance to:
	+ Northcliffe Reception
	+ Northcliffe Laundry

###  Bedrooms

* We have non-allergic bedding.

###  Level access bedrooms

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

###  Hearing

* The (bedroom) TVs have subtitles.

###  General

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

## Getting here

Bottoms Lane
High Hawsker
Whitby
North Yorkshire
YO22 4LL

####  Travel by public transport

* You can get to Super Luxury Caravan by bus.
* The nearest bus stop is located in High Hawsker. The bus stop is 1.0 miles / 1.6 km from Super Luxury Caravan.
* The bus stop is located approximately 1200m from the reception, the bus that runs past the park is the 93.0 or X93.0.

####  Travel by taxi

* You can get a taxi with Streamline Taxis by calling 01947603306. 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 parking to the main entrance, there are 4 steps. There is no ramp and no lift.

## Arrival

####  Path to main entrance

* From the street to the main entrance, there are 4 steps. There is no ramp and no lift.
* The path is sloped.

####  Main entrance

* The door is 737mm wide.
* The main entrance has 4 steps.
* This entrance has a handrail.
* When you arrive, we can help carry your luggage.

## Getting around inside

####  Northcliffe Reception

* From the main entrance to reception, there are 4 steps. There is no lift and no ramp.
* You can sit down at reception.

####  Bedrooms

* All bedrooms have windows.
* Bedrooms have ceiling lights and bedside lamps.
* Lights are LED. Some lights can be controlled independently.
* TVs have subtitles.
* All bedrooms are non-smoking.
* We have non-allergic bedding.
* All bedrooms have fitted carpets.
* From the main entrance to this area, there is level access.

####  Northcliffe Laundry

* From the main entrance to the laundry, there are 4 steps. There is no lift and no ramp.
* We have an iron and ironing board. You can use the ironing board sitting down.

####  Self catering kitchen

#### Kitchen

* We have an open plan kitchen.
* From the main entrance to the kitchen, there is level access.

####  Lounge

#### Lounge

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

## Customer care support

#### Accessibility equipment

* For a list of more items, please go to http://www.whitbydag.org.uk/equip\_availability.html.
* You can hire mobility equipment from Whitby Dag by calling 01947 821001.

#### Customer care support

* Staff are available 24 hours a day.

Guide last updated: 18 January 2019