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[www.postonmillholidays.co.uk](http://www.postonmillholidays.co.uk)

[www.bestparks.co.uk](http://www.bestparks.co.uk)

## **ACCESS STATEMENT FOR PEMBERTON LUCERNE LUXURY HOLIDAY HOME ON POSTON MILL PARK**

Poston Mill Park strives to ensure that all visitors can enjoy the accommodation, facilities and surroundings within the park and we will be pleased to assist in any way we can during your stay or when booking. We hope that this statement will help you when planning your visit.

### **Pre – Arrival**

Our web sites: [www.postonmillholidays.co.uk](http://www.postonmillholidays.co.uk), for all self catering facilities.  
[www.bestparks.co.uk](http://www.bestparks.co.uk), for touring and Holiday home parks.

Bookings/enquiries can be made by email, fax or phone

The bus stops at the gate of the park approx 200 yards from reception, it would be necessary for customers to check the extent of accessibility afforded by the buses in service.

The approach from the road to Reception is well surfaced but slopes downwards fairly steeply

The nearest train station is in Hereford 10 miles.

From the railway station to the bus stop for connecting services is a distance of approximately 600 metres.

There is a taxi rank immediately outside the station concourse. (The availability of taxis with mobility access would have to be checked.)

We can provide information in large print on request.

There is plenty of space for 'dropping off' visitors outside Reception.

### **Arrival and car parking**

On arrival please report to reception which is located off the B4348 and signposted as Poston Mill Park.

Cars can be pulled in to the right of the barriers.

### **Reception**

- The entrance to reception is via a ramp with a wooden rail on the left.
- The ramp is 1.5 metres wide and 1.3 metres long.
- The surface of the ramp is non slip.
- The door width is 75 cm.
- Inside reception there is a table 75cm in height and a display table of 87cm.

If arriving after reception is closed there is a communication system on the right door jamb at 145 cm off the floor.

You will be escorted to Pemberton Lucerne Luxury Holiday Home on the park where off road parking is available next to your accommodation.

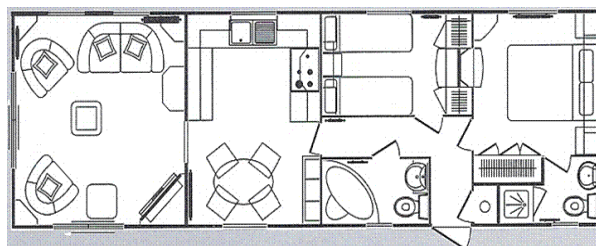
It does not have any special adaptations for the use of persons with disabilities.

There are 3 steps and a rail at the entrance and no ramp.

The step width is 90cm with a depth of 20cm,

The entrance door is 73cm wide.

Internal doors are 53cm wide



**Pictures of the holiday accommodation may be found on our website at [www.postonmillholidays.co.uk](http://www.postonmillholidays.co.uk)**

## **POSTON MILL PARK**

- Poston Mill Park is generally flat with good surfaces so use of outside space is available to physically disabled (i.e.: wheelchair users) and to partially disabled visitors.

### **On Park facilities.**

**Laundry Room in main facilities block**, this is approximately 50 metres from the Holiday home.

- Washing machine 86cm to open door  
Coin operated 1.23 metres to reach coin slot  
Takes 2 x £1.00 coins
- Tumble drier 1.32 metres to open door  
Coin operated 1.23 metres to reach coin slot  
Up to £1.40 to dry full wash  
Machine takes £1.00 & 20p coins
- Spin drier (free)
- Sink 94cm high
- Ironing board – hung on wall
- Iron on wall bracket 1.20 metres high

### **Dog Wash**

- Door width 76cm
- Shower hose
- Hair Drier
- Sink 89 cm high

### **Leisure Facilities**

- Riverside walk 5mm gravel
- 9 hole 'Pitch and Putt' on 7 acres grass
- Children's play area - grassed
- Dog exercise field – grass with a section gravelled path ( Future plans to create a gravel path way around the dog field and pitch and putt field)

(All of the above can be accessed by wheel chair users – weather conditions permitting)

- Wooden benches positioned in all fields, river walk and around the Park

### **Facilities for the Visually Impaired**

It is anticipated that it is unlikely that visually impaired people will visit the park unless accompanied by a sighted person.

### **Facilities for the Hearing Impaired**

The public telephone box in the vicinity of Reception has a hearing aid facility. Otherwise there are no specific facilities on park.

### **Assistance Dogs**

These are most welcome as are all dogs with responsible owners.

- Large enclosed exercise field which is a 'free run' area.
- Numerous 'doggie buckets' for cleaning up are provided all around the park.

### **Mobile Phones**

- Vodophone covers most of the park.
- Orange calls may be sent / received from limited areas.
- Reception is poor or non-existent for other networks.

### **Staff Training**

There is on-going encouragement of staff to be sympathetic to the needs of disabled visitors and aware of how best to be of help when required.

Basic advice sheets are being prepared to inform staff further.

Sarah Jones & Jenny Shore have attended 'Welcome All' training.

Wayne and Sarah Jones have attended BHHPA Disability training.

## **THE MILL RESTAURANT**

Adjacent to the Park, though run as a separate business, is a licensed restaurant.

- There is a large flat slightly sloping parking area.
- One section of the restaurant can be accessed from ground floor level via a ramp. Please advise if you need to access the restaurant via this entrance.
- Toilet facilities on the upper level can also be accessed by ramp around the outside of the building.
- Ladies' Toilets have space for wheelchair access but no grab-rails are provided.
- Gentlemen's Toilets have narrower access and would be more difficult for wheelchair bound customers to approach without assistance.
- Outside level covered heated area
- Menus are available in varying sizes of print but not in Braille or audio format.

## **SHOPS**

- The shop is a farm shop, selling home produced meat, organic vegetables, bread milk and an expanding range of locally produced products. Newspapers may also be ordered.
- It is located in the Mill Restaurant courtyard, accessible from the restaurant entrance and from the park.

There is a general store in the village one mile away.

### **PETROL**

The nearest petrol station is 7miles.

### **CONTACT INFORMATION**

- Address: Poston mill Park, Peterchurch, Hereford, HR2 0SF
- Telephone: 01981 550225
- Email: [info@poston-mill.co.uk](mailto:info@poston-mill.co.uk)
- Website: [www.bestparks.co.uk](http://www.bestparks.co.uk)
- [www.postonmillholidays.co.uk](http://www.postonmillholidays.co.uk)
- Hours of operation: Reception 9am – 5pm, warden outside these times can be contacted via intercom bell.
- Emergency numbers (if no one can be contacted on the Park

- |                            |              |
|----------------------------|--------------|
| 1. Westbrook Caravan Park  | 01584 711280 |
| 2. Pearl Lake Leisure Park | 01568 708326 |

- Local equipment hire companies}
- Local public transport numbers} - Advice can be given at the time of booking
- Local taxi numbers}

**We have tried to be as accurate as possible and include as much information in this statement. If you have further questions please do contact us and we will be very happy to help you in any way we can, and amend this statement for future use.**

**To help us to continually improve, we welcome your feedback. If you have any comments or suggestions please telephone 01981 550225 or email [info@poston-mill.co.uk](mailto:info@poston-mill.co.uk)**

**Re drafted** on 8<sup>th</sup> Dec 2010