



ACCESSIBILITY STATEMENT

The aim of this Accessibility Statement is to give an accurate description of the facilities of Oakdown and the local area to people having Visual, Audio and Mobility disabilities.

GENERAL

Oakdown is situated in an Area Of Outstanding Natural Beauty, within 3 miles from the non spoilt Regency and Victorian architecture seaside town of Sidmouth. The promenade is flat and Car parks have disabled parking spaces. Details of Oakdown can be found on this web site or within the Oakdown brochure, available on request. Oakdown is totally flat on its roads, grass areas and pitches without any ramps or steps anywhere within its facilities. The roads also act as paths therefore are easily seen or 'tapped' by the partially sighted

ROADS

Roads within Oakdown are limited to 10mph. The road system is small thus reducing the ability to speed. Speed bumps are present but a level space is provided at the end of the bumps to allow wheelchairs and mobility aids free access through the bumps.

MOBILE PHONES

Oakdown is within an area of good mobile phone coverage. Where disabled people are unable to use the public phone booth, or do not possess a mobile phone, then a mobile phone will be provided by Oakdown for 'an Emergency Call' for example to contact a relative or Doctor.

TOURING PITCHES

100 pitches are shared by Touring Caravans, Motor Homes and Tents. All pitches are on level ground with parking for one car alongside the pitch. The pitches are large, many set in groves and most with hedges between each pitch. Two pitches within 40 feet from the Amenity Block are designated for predominant use by people with disabilities. The Pitches are provided with freshwater taps and greywater disposal sinks within the area of the pitch.

TOURING PARK AMENITIES

The Amenity Block (toilet facilities) has automatic doors. The entrance is virtually level. A large family bathroom containing most disabled facilities is available within the Amenity Block The bathroom however is NOT reserved wholly for the disabled. Entry is coin operated, but is FREE to any person showing the 'Blue Badge' to Reception Staff. A key is provided for a £5 Deposit, which is refunded on return of the key to Reception. The bathroom doors are wide enough for wheelchair access with sufficient internal space. An anti slip bath mat, an air operated emergency alarm and a bath seat is available.

The Amenity Block also contains a low level sink for dishwashing etc. with lever taps and space under the sink to allow wheelchair access. A 'Perching Stool' is provided to assist people to work at the sink.

HOLIDAY HOMES

Oakdown has 16 Holiday Homes for rental. One Holiday Home is sunk into the ground making both access doors level with the outside path. The doors with a normal threshold have an entry clearance of 708mm with the lounge door going into a very large space. All other doors and corridors in the Holiday Home will not service a wheelchair. Lever taps are provided at the sinks. A walk-in shower (entry not level with the ground) with a moulded seat coming off one wall is present. Where bathing facilities are required, on presentation of a 'Blue Badge' FREE access to the Touring Park disabled friendly bathroom is permitted. A £5 deposit is required on the key. A dedicated (wide) disabled parking space is provided outside the Holiday Home with a paved path leading to the entrance doors.

RECEPTION

A reserved 'Disabled Parking Space' is present directly outside the Reception building with flat access to Reception. The entrance has automatic doors, which open with the slightest of pressure. The threshold is slightly raised but not enough to give wheelchair access any problems. The door is 850mm wide providing adequate access for a wheelchair. A dropped counter is provided at the far end of Reception with wheelchair access under the counter. A Box containing details of Oakdown is available at this point. An 'Induction Loop' is available for people with hearing aids, please request the Reception staff to switch on the loop should you require this support.

ASSISTANCE DOGS

Oakdown is extremely dog friendly. A 'Field Trail' providing a dog walk passes along the side of Oakdown's Recreation Field and on into the local Donkey Sanctuary. It is on level grass. A slight ramp goes from the external road down into the main walkway. Assistance would be needed to wheelchair users to return back onto the road. Benches are present at intervals along the path for rest. Plastic bags and refuse bins are provided for dog waste which MUST be picked up and deposited in the bins.

DOCTORS, DENTISTS & HOSPITALS

Numbers for the local services are available in the Amenity Block, the public telephone booth or from Reception.

SHOPS

Oakdown does not have a 'shop' although it provides a small quantity of camping requisites, longlife milk, sweets and ice creams. Many Supermarkets are close to the Park with a map provided from Reception. A local SPAR shop, open at most times, is present at the bottom of the hill within 1.5 miles from Oakdown.

LOCAL TRANSPORT

Buses: There are no bus stops close to Oakdown, however services go along the A3052 road outside the Park but the journey to the nearest stop is not recommended. The road is not suitable for pedestrians and certainly not for wheelchairs.

Taxis: Many Taxi companies serve the Oakdown area some with wheelchair capabilities. The names and telephone numbers of current disabled friendly Taxi companies are available from Reception.

OAKDOWN SUPPORT TO THE DISABLED

Oakdown Staff have attended the Welcome All course in accessibility awareness and have been given specific training by Oakdown. Oakdown Staff are available from 8.30a.m. to 9.00p.m. to provide any support. For emergencies outside these hours, a push bell is provided outside Reception to summon the duty Staff. To ensure that any disabled persons are appropriately supported in an emergency, would Guests kindly inform Reception where a disabled person is present in their party. Oakdown can then discuss any special actions that may be necessary in an emergency and request contact numbers of relatives that may be communicated with. All information will be treated in confidence.

Please contact Reception should you require any further information.

