



## Riverside Disability Access Statement

Riverside Leisure Park welcomes people with disabilities and has developed this Access Statement to address some of the common issues which disabled people may face. We are a pet friendly park and guide dogs are permitted throughout.

We aim to ensure that all employees, guests and others who use the park and its facilities are treated equally and according to their needs.

### **Pre-arrival**

For any help or assistance prior to arrival, we advise contacting our Reception or Holiday Sales team.

### **Reception and complex entrance**

There are designated disabled parking spaces within our car park at Reception which is also where our shop is located. Reception, the shop, touring facilities, launderette, and the complex can all be accessed by ramp for easy access. The complex is wheelchair accessible and there are accessible WC facilities in the function room. If you are considering a touring holiday with us, you will find accessible WC facilities opposite Reception.

### **Public areas**

The park is level and all roads are tarmacked with clear signage throughout. The launderette on park has an access ramp and is therefore wheelchair friendly.

### **Accommodation**

We offer accessible accommodation with all the usual comforts and additional specific features designed for guests with limited mobility which include large bathrooms, lowered kitchen counters, large bedrooms allowing space to manoeuvre and external ramp access to the accommodation itself. Each of our holiday accommodation has its own dedicated car parking space.

### **Local area**

The market town of Wooler is located 5 minutes from Riverside Leisure Park and consists of a main street with many pubs, restaurants, speciality shops, butchers and local producers. Accessing Wooler from the park is uphill.