ACCESS STATEMENT FOR
RIVERSIDE CARAVAN AND CAMPING PARK

USEFUL NUMBERS TO CARRY WITH YOU

OUR CONTACT INFORMATION

. Address: Marsh Lane, North Molton Road, South Molton, North Devon. EX36 3HQ
. Telephone: 01769 579269
. Email: relax@exmoorriverside.co.uk
. Website: www.exmorriverside.co.uk

. Opening Hours:

Monday –Saturday	8.30am to 5.30pm	(Bank holiday and Peak Season 8.00am to 9.00pm)
Sunday	8.30am to 5.30pm	(Bank holiday and Peak Season 8.00am to 9.00pm)

. Emergency number: 01769 579269

. Police (General Enquiries) 0845 2777444
(South Molton) 01769 572221

. Doctors
South Molton Heath Centre 01769 573101
(Out Of Hours)
N H S Direct 01271 322577

. Taxis 01769 573513

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Introduction

We strive to ensure that all our visitors enjoy the accommodation and facilities also the surroundings within our park. We aim to help in any way we can and if you require any assistance during your stay or whilst planning your visit we will be delighted to help you. Our parks facilities and services available are as follows.

Pre-Arrival

- Our park can accommodate tents, touring caravans, motor homes and RVs.
- Our website has up to date information about the park, however, a copy of this access statement can be posted if required.
- We are contactable via email, phone or post and staff are always available to Help.

Arrival and Car Parking Facilities

- Entrance to the park is tarmac.
- Parking is on the right as you drive into the park just before the entrance. The parking area is beside our shower block, indicated with a parking sign. Once registered at reception guests are given pitch numbers, directions and details on arrival at reception.
- One car is allowed per pitch. Extra cars and visitors must use the car park. All facilities are clearly signposted with signs, they are blue and yellow with large writing.

Reception and Shop

- Access to the reception and shop, which are in the same building is next to the entrance barrier.
- In front of the reception doors is a barrier.
- There is a level concrete pavement to the entrance and there is level access through the doors.

- The doors open inwards.
- The reception and shop are on one level.
- Floor covering is wood.
- There is ample space in the reception area for a large wheelchair to manoeuvre and turn.
- A low counter is provided.
- Staff can provide assistance if required.

Public Areas – General (Internal)

- From the reception area there is a tarmac road which runs into and around the park.
- The park is situated within large open fields; all roads are tarmac, leading directly onto each pitch.
- There are benches provided through the park and on bays.
- Speed limit is 5mph.

Laundry & Utility Room

- From the tarmac road there is a concrete pathway leading to the laundry and utility room.
- The doorway to the laundry and utility room is wide.
- The floor throughout is flat and level.
- There are three washing machines that operate with three £1.00 coins and one 50p and three tumble dryers that operate with 50p. There is an iron and ironing board. One hand wash sink.
- Six washing up sinks with tray
- Public pay phone is outside the reception window.

Toilets/Showers – Ladies

- From the tarmac road there is a concrete pathway which leads past the laundry and utility room and continues onto the toilet shower facilities.
- Access to the facilities is through a single wide door.
- The entire floor is level and tiles are non-slip.
- Four enabled sinks sit within a rolled top surface with hot and cold taps.
- There are six toilets, four showers and four wash basins.
- All cubicles are with a door opening inwards.

- Shower floors are tiled with new patrician wall all have curtains to retain water and provide a drying-off area within the cubicles.
- Showers are free of charge.
- Other amenities,
    - 16amp socket.
    - hair dryers (requires 20pence pieces for meter)
    - full length mirrors
    - 2 head and shoulder mirrors

3 Toilets/Showers – Gents

- From the tarmac road there is a concrete pathway leading to the toilet shower facilities.
- Access to the facility is through two offset openings, the first is a door opening; the second is an internal door.
- All the floor is level and tiled.
- Four urinals enamelled, and self –flushing.
- Three enamelled sinks sit within a rolled top surface.
- There are three toilets and three shower cubicles.
- All cubicles open inwards.
- Shower floors are tiled with new partitions, all have curtains to retain water and provide a drying-off area within the cubicle.
- Showers are free of charge.
- Other amenities,
    - 16amp sockets.
    - electric razor sockets
      one head and shoulder mirror

Diabled Facilities

- Shower: large, tiled room with shower, nonslip floor, rails, and low shelf.
- Toilet: Large, tiled room, with toilet, sink and hand dryer.

Outdoor Facilities

- There is a children's play area which is located across the bridge in front of the grass with electric pitches.
- The surface of the play area is grass.
- Seating (bench) is provided in the area.
- Fully fenced enclosure for dog walking has a large gate.
- Dedicated dog bins are around the park for mess. Scoop bags can be purchased in our shop.

Touring & Tent Pitches

- There are 84 pitches, all have parking space for at least two cars, they can be categorised as follows.
- 14 pitches are on hard standing fully services premium pitches all with (water, waste, and electric 16amp, TV) all on an all-weather pitch, grass, tarmac and gravel, all have wooden picnic tables.
- 40 pitches are on hardstanding fully serviced pitches all with (water, waste, electric 16 amp, tv) all have tarmac, grass and wooden picnic tables.
- 16 pitches for grass with (electric, water, tv connection)

- There are two water points in the camping field.
- chemical toilet disposal points opposite the toilet block.
- four double dustbins areas.
- Recycling point near reception.
- Fire points around the park.
- Pitches are allocated on booking, and staff are happy to advice on the location and suitability for your requirements on enquiry.

Grounds and Gardens

- The park is set in approximately 70 acres of parkland, level from entrance and through the park.
- Planting divides some of the park into small discreet areas.
- The children's play area is fenced, and dogs are not allowed within this area.

Addition Information

- Mobile telephone coverage is good in this area, but we do have a public telephone.
- There is a local bus services which will collect from the park entrance and local accessible taxi service, all details from reception.

Contact Information

A list of useful local numbers is available at reception and can be provided upon request; this is also given out in our welcome pack.

The park has WIFI that you pay for, free WIFI in the restaurant and ensuite rooms, signal may NOT be guaranteed in some of the camping fields.

Restaurant , Bar and Ensuite Rooms

The restaurant is constructed from red brick and slate roof , has brick paying at the entrance and outdoor seating area this is flat , wheel chair access, with four double doors, and one main entrance door in the middle of the building at the front, the restaurant floor is wood and the bar is slate flooring and flat, offering plenty of seating, both children and dogs are welcome, the purchase of meals to eat in and takeaway are available, the bar is open serving hot, cold and alcoholic beverages every day from 9am , closing times depend on the time of year. The restaurant is locked at the end of the evening, and the only access once it is locked would be via the fire escape , all guests that stay in the rooms are given keys on arrival for the rooms restaurant for food is open from 9am – 12 noon for breakfast, 12 noon – 3pm for lunch , evening meals are on Friday and Saturday from 6pm – 9pm, Sunday carvery is from 12 noon – 3pm the restaurant may be open at other times , but will need to check first. There are ladies' toilets with 3 toilets and 2 sinks, and one disabled toilet with a low sink, and one toilet also with a baby changing facility, the gents have 2 toilets, and 3 urinals, just off the main restaurant room. The ensuite rooms are on the second floor of the building, this is accessible via the stairs, through the double doors just off the middle of the restaurant , upstairs there are two fire escapes at either end of the building, there are 9 ensuite rooms, 2 with twin beds and 7 with double beds, all rooms have shower room with one shower, toilet and one hand basin , towels, toilet rolls and shampoo, conditioner, hand soap available , in the rooms there is a tv screen, dressing table, wardrobe, fridge, iron, ironing board, hair dryer, kettle with tea , coffee, sugar and biscuits, table with extra seating, 8 rooms have balconies south facing onto the park, only one twin room does not have a balcony.

Statics

The park offers luxury statics for hire , offering comfortable, self-catering accommodation , all statics offer two rooms for 4 guests , one static offers 3 rooms for 6 guests, all have bathroom with shower, toilet and sink, dining area offers table and comfortable seating and living room offers comfortable seating with tv and plenty of storage, the kitchen has sink, fridge freezer, cooker, microwave,

cupboards, kitchen equipment and crockery, ironing board, iron, bins, heating , hot and cold water .

Future Plans

The park is now looking to extend its pitches by adding in a new development by shower block two.

Although we have tried to be as accurate as possible and include as much detail as we can in this statement, we are always willing to give information on any aspect of the park, if this statement does no answer your particular question please let us know and we will endeavour to answer your question and amend this statement for future use.

We welcome your feedback to help us continuously improve.