

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

## **Access Statement for Tarn House Holiday Park**

### **Introduction**

Tarn House is situated on a peaceful location in the Yorkshire countryside but only a stone's throw from the historic market town of Skipton, Gateway to the Dales. Tarn House Holiday Park offers a relaxing break away.

Tarn House achieved its 4\* rating from Visit England last year as it reflects the superb facilities and the overall general ambience.

A leafy driveway guides you up a slight hill past the holiday homes to the recently restored 17th century country inn where the park facilities are situated. Sympathetic to their surroundings, the holiday homes have superb views across the Yorkshire Dales and beyond.

The inn has been carefully modernised yet retains many of its historic features. The stone building with its paved patio area and gardens now hosts the park's reception, sales office, a conference room, licensed bar and dining area. With unrivalled views across the Yorkshire Dales, Tarn House is the perfect park to relax and unwind.

Close to the thriving market town of Skipton, it is the perfect base to explore the Yorkshire countryside and an idyllic setting for your well-earned break.

The site has holiday homes and lodges owned privately and by Partingtons. The holiday homes are static caravans. The site is accessible by all, but has sloped areas.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01756 795309 or email [th@partingtons.com](mailto:th@partingtons.com).

### **Pre-Arrival**

- ✚ For full details and maps of how to reach us please see our website, [www.partingtons.com](http://www.partingtons.com). Alternatively you can plan your journey by car or public transport.
- ✚ You could use a journey planning website, just enter our postcode BD23 3LQ, however we do advise to carry on straight and not go through Bog Lane.
- ✚ This access statement is available on request in larger font.
- ✚ Our contact centre team make pre-arrival calls to confirm your booking is exact, so from start to finish you have the most relaxing holiday with us. You can call them on 01253 879911.
- ✚ They ensure you bring everything required on arrival, such as bedding if not pre-ordered.
- ✚ They also call ahead to check any needs or requirements, they also ask for your arrival time so we are prepared for your visit.
- ✚ We can't guarantee that all requirements will be met but we will certainly do our best.
- ✚ On arrival you follow the road to reception which is all signposted.

## **Car Parking and Arrival**

- ✚ The reception car park has designated spaces for visitors.
- ✚ Signage is very clear upon arrival and upon entry into the park.
- ✚ The car park is next to reception and both areas are very well lit. All the facilities are in a close proximity to the car park.
- ✚ The car park is tarmacked and is all level.
- ✚ Visitors will be greeted at reception and helped with their queries.

## **Reception**

- ✚ There is access into reception by ramp or steps. The double doors are wide enough to fit a pushchair or a wheelchair.
- ✚ Reception is well lit both inside and out.
- ✚ Reception is open 9.00 a.m until 5.00 p.m.
- ✚ Check in time is from 3.00 p.m.
- ✚ During the day if assistance is needed the reception team will be more than willing to help.
- ✚ When reception shuts we do have a warden on call who will help you at any hour of the night with any queries. You will find the number on the reception door, your caravan keyring and will also be given it on arrival.
- ✚ Access to reception is directly from the car park.
- ✚ On arrival at 3.00 p.m. you will receive an arrival pack, with all necessary information for your stay.
- ✚ Wi-Fi is also available throughout the park as a free service.
- ✚ The reception area is very bright and spacious, there is room for wheelchair users to manoeuvre and turn.
- ✚ There is limited seating in reception.
- ✚ The carpet has a short pile and the desk is lowered being made suitable for wheelchair access.
- ✚ There is a display unit with local attraction leaflets, bus timetables and information of the surrounding area.
- ✚ We are aware that each customer may have specific requirements, we will try and help in any way we can.
- ✚ We are able to help guests and their luggage to their holiday home if preferred, this is usually used by customers that have travelled without a vehicle.
- ✚ Reception and the rest of the facilities are situated near the entrance of the park.
- ✚ The roads around site are tarmac and have speed bumps as we operate a 10mph speed limit.

## **Caravan Holiday Homes**

- ✚ We have static caravans for hire. When booking online you can see photos of similar caravans.
- ✚ The caravans are either 4 or 6 berth, with either 2 or 3 bedrooms.
- ✚ All holiday homes have three steps into them and all have a handrail.
- ✚ We allow two dogs at Tarn House, including registered guide dogs.
- ✚ Fully serviced pitches for touring caravans and motorhomes.

### **Toilet and Washing Facilities**

- ✚ There are toilet and washing facilities on the touring areas. They have separate gender toilets and showers.
- ✚ There is also a disabled toilet with baby changing facility and shower.

### **Launderette**

- ✚ The launderette is open daily from 9.00am to 4.00pm and is situated near the touring area.
- ✚ There is a fully serviced launderette with ironing facilities.

### **Grounds and Garden**

- ✚ The Park has a large children's play area and adventure playground where children can climb, swing and run around in safety supervised by an adult.
- ✚ The area surrounding the park is ideal walkers of all abilities.
- ✚ Our holiday home owners comment on the peaceful setting, well maintained grounds.

### **Food & Drink Outlets**

- ✚ We have a licensed bar and restaurant on site.
- ✚ The bar, lounge and restaurant are all on the same level.
- ✚ For access there is a modified kerb along with double doors.
- ✚ There is an accessible disabled toilet and baby changing facilities.
- ✚ The main entrance into the reception dining area is a large door big enough to again, fit a pushchair or a wheelchair.

### **Additional Information**

- ✚ To familiarise yourself to all that Tarn House has to offer, a tour can be arranged by our helpful reception team. Tarn House has a sales ground with many holiday homes available to suit all types of budgets. If you require any further information you can ask at reception when visiting, call or visit [www.partingtons.com](http://www.partingtons.com).
- ✚ Please call us to make requirements for your stay or inform us of any special requirements.
- ✚ If you require further information, please look at our website or get in touch with a member of our Park on 01756 795309 who will be more than happy to assist you in finding answers.

### **Contact Information**

Address: Tarn House Holiday Park, Stirton, BD23 3LQ

Telephone: 01756 795309

Email: [th@partingtons.com](mailto:th@partingtons.com)

Website: [www.partingtons.com/holiday-parks/tarn-house-holiday-park/](http://www.partingtons.com/holiday-parks/tarn-house-holiday-park/)