

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 town of Skipton. Tarn House Holiday Park offers a relaxing break away.
- Tarn House achieved its 4* Gold rating from Visit England reflecting the superb facilities and the overall general ambience of the Park.
- 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, with views across the Yorkshire Dales.
- The Inn has been carefully modernised yet retains many of its historic features. The stone building with its paved patio area and gardens now host the Park's reception, sales office, conference room, licensed bar and dining area. With unrivalled views across the Yorkshire Dales, Tarn House is the perfect park to relax and unwind.
- Tarn House Holiday Park is close to the thriving market town of Skipton and is the perfect base to explore the Yorkshire countryside.
- The site has holiday homes owned both privately and by Partington's, there are also lodges. The holiday homes for hire 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 01253 879911 for bookings or email tarnhouse@partingtons.com.

Pre-Arrival

- For full details and maps of how to reach us please see our website. 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.
- They ensure you bring everything required on arrival.
- 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 and reserved disabled parking.
- Signage is very clear upon arrival and upon entry into the Park.
- The car park is outside 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 enquires.
- Touring customers are advised to pitch up before checking in at reception due to road layout.

Reception

- There is access into reception by ramp or steps. The door is wide enough to fit a pushchair or a wheelchair.
- Reception is well lit both inside and out.
- Reception is open 9.00 am until 5.00 pm.
- Check in time is at 3.00 pm for static bookings and 1:00pm for touring bookings.
- During the day if assistance is needed the reception team will be more than willing to help out with any of your problems.
- When reception closes although the office isn't manned, we do have a warden on 24-hour call to help you with any queries.
- Access to reception is directly from the car park.
- On arrival you will receive an arrival pack, with all necessary information for your stay.

- Wi-Fi is also available in the lounge area to the left of reception.
- 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.
- 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.
- The roads around site are tarmac and have speed bumps as we operate a 10mph speed limit.

Caravan Holiday Homes

- We have static caravans to 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.
- Holiday home owners are allowed two dogs, including registered guide dogs or assistance dogs. Dog friendly accommodation must be booked at time of booking.
- Fully serviced pitches for touring caravans and motorhomes.
- Accessible caravans are available to hire.

Toilet and Washing Facilities

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

Launderette

- The launderette is open daily 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 must be supervised by an adult.
- The area surrounding the Park is ideal for 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.
- To get in there is a modified kerb to make access more suitable along with the double doors into the restaurant area.

- 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 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. 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 the Park on 01756 795309 or 01253 879911 for bookings

Contact Information

Address (Inc postcode): Tarn House Holiday Park, Stirton, BD23 3LQ

Telephone: 01756 795309

Email: tarnhouse@partingtons.com

Website: <https://www.partingtons.com/tarn-house-holiday-park.php>