

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 Broadwater Holiday Park

Introduction

Broadwater is situated north of Blackpool, approximately 8 miles away and set in the heart of the famous fishing town of Fleetwood. It is located just off the A585. The park is ideal for a holiday or a relaxing short break away, with the beautiful coastline nearby. Located near, Fleetwood, Cleveleys and Blackpool, you can explore the 11 mile stretch of coastline between Starr Gate and Fleetwood.

The site has holiday homes and lodges owned privately and by Partingtons. The holiday homes are caravans. The site is located on flat ground.

Onsite there is also a convenience shop, cafe, launderette, arcade, a children's club and two bars. We also have leisure facilities such as a swimming pool, sauna, jacuzzi and gym to make your stay with us as relaxing as possible.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01253 872796 or email bw@partingtons.com.

Pre-Arrival

- ✚ For full details and maps of how to reach us please see our website, 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 FY7 8JX, and find the most appropriate route.
- ✚ The nearest railway station is Poulton being only 5 miles away. It is easily accessed by taxi at a local rate, or a bus service.
- ✚ The surrounding area has flat roads with a large pavement area and adapted kerbs.
- ✚ Nearby there are several wheelchair repair shops and equipment hire shops. In reception we have more information on this.
- ✚ 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.
- ✚ If there is an event on that weekend they remind you so you can bring everything necessary to get fully involved in all that Broadwater has to offer during your stay.
- ✚ 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.

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 next to reception and both areas are very well lit. All the facilities are in a close proximity to the car park, which is level and tarmacked.
- ✚ Visitors will be greeted at reception and helped with their queries.

Reception

- ✚ 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 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 out.
- ✚ 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, in the pack you will have your leisure and entertainment passes, a map to your caravan, a programme for children's events and adult's entertainment.
- ✚ 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 desk has been lowered to cater for all needs. The carpet has a short pile.
- ✚ There is a display unit with local attraction leaflets, bus timetables and the weekly entertainment programme for the park.
- ✚ 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.
- ✚ You can see reception upon arrival.
- ✚ 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 don't allow dogs at Broadwater, with the exception of registered guide dogs.
- ✚ Next to every caravan is a parking space.

Toilet Facilities

- ✚ The toilets are situated within the club complex with facilities for disabled use and baby changing.
- ✚ Accessible only when the café or club is open.
- ✚ To make it accessible for everyone, all the toilets are on low level. All doors are double doors making it accessible for wheelchairs or pushchairs.

Food & Drink Outlets

- ✚ We have amenities on site such as a café serving food which can be made-to-order with specific dietary requirements.
- ✚ There is also a club with two fully licensed bars and an outside beer garden for you to enjoy.
- ✚ With your passes the club is free entry however if your friends want to there is a small fee.
- ✚ In the same building we have an arcade and a shop adjoined to the café. At the café you can order newspapers.
- ✚ For access there is a modified kerb along with double doors.
- ✚ There is an accessible disabled toilet and baby changing facilities within the complex.
- ✚ The main entrance into the club is a large door big enough to again, fit a pushchair or a wheelchair.

Launderette

- ✚ The launderette is open daily from 9.00am to 4.00pm and is situated near to reception.
- ✚ There are two front loading washing machines, and two front loading driers, each taking coins.
- ✚ You can hire an iron and ironing board from reception.
- ✚ There is limited seating in the launderette with books and games if you want to entertain yourself whilst waiting.

Shop

- ✚ There is a shop adjoined to the cafe and next door to the arcade.
- ✚ Here you can find all your household goods and convenient items needed throughout your stay. You can also purchase newspapers.
- ✚ Most items can be reached from a low position, however there are some shelves higher up but we do have assistants in the shop to help with any needs.
- ✚ The shop is on one level.
- ✚ To get in there is a modified kerb to make access more suitable along with the double doors into the complex.
- ✚ There is an accessible disabled toilet and baby changing unit within the complex.
- ✚ The main entrance into the club is a large door big enough to again, fit a pushchair or a wheelchair.
- ✚ Staff can offer assistance if required.

Leisure Facilities

- ✚ We have an indoor heated splash pool, with a sauna, jacuzzi and gym facilities all under the same roof.
- ✚ The pool is open daily 9.00 a.m to 5.00 p.m, on weekends and high season the pool stays open longer. Adult only swim is at 9.00 a.m to 10.30 a.m.
- ✚ The splash pool is 4 ft deep.
- ✚ Upon entering the swimming pool there are steps to help you in and out.
- ✚ There are also splash taps that are timed, but you can switch them on and off at the wall.
- ✚ In the low season weekdays the pool has no pool attendants and children under 10 must be supervised by their parent/guardian at all times. However high season and weekdays there is a pool attendant but under 10's still need a guardian.
- ✚ There is an emergency pool alarm in operation, which is clearly noted on the wall.
- ✚ We also have CCTV where reception staff can check all the rules are being abided by and everyone is safe.

- ✚ There is access to a toilet in the changing rooms. There are two showers and two changing rooms.
- ✚ The area is well lit and the floor is tiled.

Clubs and Entertainment

- ✚ In the club we have several rooms all of which are accessed through the same doors, there is a modification to the pavement making it more like a ramp.
- ✚ The doors into the club are big enough to fit a wheelchair/pushchair.
- ✚ The main bar is air conditioned and has seating and tables throughout. There is a balcony area in the big room, with steps going up on either side.
- ✚ Every weekend throughout the season we have bingo, quizzes and entertainment acts on.
- ✚ The entertainment often has lights on the stage and occasionally flashing lights and loud music.
- ✚ Prior to your booking/arrival you can see on social media which act is on that specific night.
- ✚ There are multiple television screens in the bar area, some with sport on, and some advertising upcoming events.
- ✚ Food from the café can be brought into the club through the adjoining door.
- ✚ There is a small bar with two television screens playing sport.
- ✚ We have a children's room where the families are entertained by our dino m8s, Grunty and Pom Pom.
- ✚ In the same building we also have a pool table and a darts area.

Grounds and Garden

- ✚ There is a small play park for children and a football pitch this is next to the swimming pool enclosure and near to reception.
- ✚ There are several picnic benches available here to sit and watch your children play.
- ✚ There is a bigger park on the field with a pod where you will usually find the teens on a sunny day. There are also some additional picnic benches. The play area isn't supervised, so responsibility is entirely on parents/guardians. At night time the parks and football pitch are locked for safety.

Additional Information

- ✚ We have a cash back service with no minimum spend available in reception, café, and both bars in the complex, both of which have good access for all. To familiarise yourself to all that Broadwater has to offer, a tour can be arranged by our helpful reception team.
- ✚ All over the park is well lit, especially near the complex having security lights at night time.
- ✚ Broadwater 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 a member of our Park on 01253 872796 who will be more than happy to assist you in finding answers.

Contact Information

Address: Broadwater Holiday Park, Fleetwood Road, Fleetwood, FY7 8JX

Telephone: 01253 872796

Email: bw@partingtons.com

Website: www.partingtons.com/holiday-parks/broadwater-caravan-park/