



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 Windy Harbour Holiday Park**

### **Introduction**

- Windy Harbour is situated on the banks of the River Wyre just 6 miles away from the hustle and bustle of Blackpool. Within 10 minutes' drive of junction 3, M55, the Park is easy to find. In close proximity to the village of Singleton and approximately 3 miles from Poulton-le-Fylde. Windy Harbour Holiday Park is ideal for a holiday or a relaxing short break away, with the beautiful scenery nearby.
- 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 located on flat ground.
- Onsite there is also a convenience shop, cafe, launderette, arcade, a children's club and three bars. We also have leisure facilities such as a swimming pool, sauna, Jacuzzi, monsoon showers 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 883064 or 01253 879911 for bookings or email [windyharbour@partingtons.com](mailto:windyharbour@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 FY6 8NB, and find the most appropriate route.
- The closest Bus and Railway Stations are at Poulton-Le-Fylde approximately, 2.6 miles from the Park.
- We also use a taxi service at a fixed rate, we have more information on this in reception.
- The surrounding area has flat roads with a large pavement area and adapted kerbs.
- Nearby there are several wheelchair repairs 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.
- 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 Windy Harbour 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.

- On arrival you follow the road to reception which is all signposted, however on leaving there is an automated barrier.

### **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 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.

### **Reception**

- There is access into reception by ramp and 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 in high season it stays open until 8.00 p.m. Opening times will be displayed on the door.
- Check in time is at 3.00 pm for static bookings and 1:00pm for touring customers.
- 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 hours to help with any queries.
- Access to reception is directly from the car park.
- On arrival you will receive an arrival pack, including your leisure and entertainment passes, a map to your caravan and entertainment programmes.
- 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 with their luggage to their holiday home if required, this is usually required 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 several static caravans on our Windy Harbour Park 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.
- Owners are allowed 2 dogs at Windy Harbour, including registered guide dogs for the blind or assistance dogs. Dog friendly accommodation must always be booked for other dogs.
- Next to every caravan is a parking space.
- We have fully serviced and electric pitches for caravans and motorhomes.

### **Toilet and Washing Facilities**

- The toilets are situated within the club complex with facilities for disabled use and baby changing.
- 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.
- There is also 2 separate 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.

### **Food & Drink Outlets**

- We have many 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 three fully licensed bars and an outside beer garden for you to enjoy.
- In one building there is an arcade, shop, café, fish and chip shop and club. This is about a 5-minute walk from reception, so if you wish to drive there are more parking spaces and several spaces reserved for disabled parking.
- Access is via 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 facilities within the complex.
- The main entrance into the club is a large door big enough to fit a pushchair or a wheelchair.

### **Launderette**

- The launderette is open daily and is situated near the entertainment complex. Please check at reception for opening times.

### **Supermarket**

- There is a shop next to the café.
- Here you can find all your household goods and convenient items needed throughout your stay.

- 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.
- Access is via a modified kerb to make access more suitable along with the double doors into the complex.
- Staff can offer assistance if required.

### **Leisure Facilities**

- We have an indoor heated swimming pool, with a children's paddle pool, sauna, Jacuzzi and monsoon shower all under the same roof.
- The pool is open daily please check at reception for opening times.
- The pool in the deep end is 1.5 meters deep and in the shallow end it is 0.9 meters deep. The paddle pool is 12 inches deep.
- Upon entering the swimming pool there are steps built into the pool to help you in and out. There are also several fitted in steps around the pool.
- Throughout the season there is a lifeguard available, however under 10's still need a guardian.
- There are two Emergency Pool Alarm's in operation, which are clearly noted on the wall.
- 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.
- There is a coarse fishing pond.

### **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.
- 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, also loud music.
- Prior to your booking/arrival you can see on social media and the website which act is on that specific night.
- There is the main bar in the adult room and a family sports bar attached to the family room.
- In the family room there is entertainment on for children and families.

### **Grounds and Garden**

- There is a play park for children near reception.
- There are several picnic benches available here to sit and watch.
- The play area isn't supervised, so responsibility is entirely on parents/guardians.
- At night time the parks are out of bounds so security lock the park for safety reasons.

### **Additional Information**

We have a cash back service with no minimum spend available in reception, shop, and both bars in the complex, all of which have good access for all. To familiarise yourself to all that Windy Harbour 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 come on at night time. Windy Harbour 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 us on 01253 879911 or visit [www.partingtons.com](http://www.partingtons.com).

### **Contact Information**

Address (Inc postcode): Windy Harbour Holiday Park, Little Singleton, FY6 8NB

Telephone: 01253 883064

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

Website: <http://www.partingtons.com/holiday-parks/windy-harbour-holiday-park/>