

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 Newton Hall Holiday Park**

### **Introduction**

Our Park is set in the Fylde countryside, surrounded by fields and close to an 18-hole championship golf course. We are easily accessible from the M55 and only 2 ½ miles from the centre of Blackpool.

We have a large range of holiday accommodation ranging from 3 \* apartments, 4 \* apartments plus an extensive range of quality static holiday homes with something to suit all tastes and budgets. As well as our holiday accommodation for hire we specialise in holiday home ownership.

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 different terrains but it is accessible by all. Onsite there is a supermarket, café, swimming pool with a sauna, steam room and Jacuzzi, fishing lake, entertainment complex with a family room and adult room both with bars, amusement arcade, fully netted and astro-turfed ball game area, outdoor play area, sports bar, Championship flat green indoor bowling centre, large outdoor beer garden, fish and chip shop, launderette and hair and beauty salon.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01253 883064 or email [nh@partingtons.com](mailto:nh@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 FY3 0AX, and find the most appropriate route.
- The closest Bus and Railway Stations are at Poulton-Le-Fylde approximately, 2.5 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 the team will inform you so you can bring everything necessary to get fully involved in all that Newton Hall 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 arrival and exiting the park, there is an automated barrier.

### **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.

### **Reception**

- The door is wide enough to fit a pushchair or a wheelchair.
- Reception is well lit both inside and out.
- Reception is open daily 9.00 am until 5.00 pm. In high season it stays open until 7.00 pm. Opening times are displayed on the door.
- Check in time is at 3.00 p.m.
- During the day if assistance is needed the reception team will be more than willing to help out with any enquires.
- When reception closes although the office isn't manned, we do have a warden on Park 24-hour call to help you with any queries.
- Access to reception is directly from the car park.
- On arrival at 3.00 pm. 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 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 used by guests 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 and Apartments**

- We have several static caravans at Newton Hall 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.
- We don't allow dogs at Newton Hall, with the exception of registered guide dogs for the blind or assistance dogs.
- We also have 3\* and 4\* apartments. All of the 4-star apartments have disabled access. They are all on the first floor accessible by wheelchairs and pushchairs via lift.
- Accessible caravans are available to hire.

### **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 doors are double doors making it accessible for wheelchairs or pushchairs.
- Around site there are toilets available for when the club is closed. There are male, female and disabled toilets with a baby changing unit in the disabled toilet.

### **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 fully licensed bars and an outside beer garden for you to enjoy.
- In the same area there is an arcade, hair and beauty salon, supermarket, and fish and chip shop.
- The café 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 close to the facility.
- There is a modified kerb to make access more suitable along with the double doors into the bowling complex.
- There is an accessible disabled toilet and baby changing facilities within the complex.
- The main entrance into the club is a double 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 the entertainment complex.

### **Supermarket**

- There is a supermarket near reception stocking 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 to the shop is via both steps and a ramp
- To get in there is 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 sauna, steam room and Jacuzzi all under the same roof.
- The pool is open daily please check at reception for opening times.
- The pool in the deep end is 2.13 metres deep.
- Upon entering the swimming pool there are steps fitted into the pool to help you in and out.
- Throughout the season there is a lifeguard available, however under 10's still need a guardian.
- There are Emergency Pool Alarm's in operation, which are clearly noted on the wall.
- Changing rooms are unisex with changing cubicles, family changing rooms are also available with a baby changing unit.
- 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 double doors into the club are big enough to fit a wheelchair/pushchair.
- The bars are air conditioned and has seating and tables throughout. There is a balcony area in the big room with ramp access.
- 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 which act is on that specific night.
- We have a children's room where the families are entertained by our DinoM8s, Grunty and Pom Pom.

### **Grounds and Garden**

- There are two play parks for children and a football pitch this is next to the swimming pool and near to reception.
- There are several picnic benches available here to sit and watch your children play.
- The play area isn't supervised, so responsibility is entirely on parents/guardians. At night time the park and football pitch are locked for safety

### **Additional Information**

We have a cash back service with no minimum spend available in reception and the bars both, of which have good access for all. To familiarise yourself to all that Newton Hall has to offer, a tour can be arranged by our helpful reception team. The park is well lit, especially near the complex having security

lights come on at night time. Newton Hall 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 the park on 01253 872796 or for bookings call 01253 879911.

### **Contact Information**

**Address:** Newton Hall Holiday Park, Staining, FY3 0AX

**Telephone:** 01253 882512

**Email:** [nh@partingtons.com](mailto:nh@partingtons.com)

**Website:** <https://www.partingtons.com/newton-hall-holiday-park.php>