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Warren Farm Holiday Centre Limited Incorporated in England No. 4724032

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Warren Farm Holiday Centre Disability Access Statement.

Our Holiday Centre has caravan holiday homes, touring pitches and a small, modern and exclusive hire fleet. Provision for touring pitches is generally level, as is accessed via tarmac roadways, with some limited footpath provision.

The hire fleet is located in elevated sand dunes and a single unit has ramped and stepped access to a conventional static unit, which has not been adapted for wheelchair use. Hire fleet parking is available near to, but not alongside the ramped unit, with limited dropped kerb provision to assist wheelchair users. The roadway leading to Isis Park has a gradual incline with no handrail provision.

Touring pitches are grassed and in the main level, with parking available alongside units. There are a number of standard grassed pitches reserved to enable badge holders to pitch near to amenity facilities, in Fields 5 & 6, Field 6 being a no pet accommodation area. Individual disabled washing, shower and or toilet facilities are presently located at the Beachcomber Inn (toilet and baby change, RADAR access only), Sunnyside, Fields 2, 4, 5 and 6, with ramped access where required.

There are a number of tarmac surfaced footpaths and touring units are sited close to the roadways in each field. There is a 10mph speed limit sign posted throughout the centre and also a number of speed bumps in several locations. There are designated disability parking bays in the Beachcomber Car Park, and Field 6 while parking for visitors is located near to our other facilities.

Timetables are kept in our Reception of current bus service provision and taxi numbers which include specially adapted MPV are available for those who require assistance. While our site shops provide for most basic requirements, local branches of major supermarket chains will deliver to Warren Farm for a small charge.

Access to all public buildings on the park is suitable to those with partial mobility and colour schemes generally provide contrast between floor, wall and doorways for the partially sighted. Assistance dogs are welcome in all public areas other than pet free touring fields 6 and 11, with dog exercise facilities surrounding the accommodation areas.

Our club house, The Beachcomber Inn is for the most part on one level, with a unisex disabled toilet suite leading from the front foyer. There is ramped access alongside a two step drop to the children's 'Pirates Cove. Menus' are printed and sign written and our staff will be happy to assist you in making your food choice. There is a wide choice of food offered which we anticipate will meet most dietary requirements

There is no 24 hour service available on the park, Reception opening times are signed at both our Main and Sunnyside Reception, while the Beachcomber and Indoor Play Barn opening times are on display at both

premises. Other useful information may be gained from our 'Warren Farm and Beachcomber Gazette' and a separate telephone line is available to contact night security.

We have a limited number of wheelchairs for customer use, for which there is no charge. Please check availability and make suitable reservations at the time of booking. Most mobile phone networks are accessible from Warren Farm and WI FI provision has been introduced to include all of the holiday centre this year.

Our staff will be happy to offer assistance, though there is no staff provision for pitching individual customers units.

Our Reception staff have contact numbers for visitors and unregistered patients requiring emergency dental assistance, while there is also a holiday makers surgery at the local Medical Centre. Attendance at both are by appointment only. During the main holiday season an A & E department functions in Burnham Memorial Hospital responding to those with minor injuries. More serious cases requiring treatment being dealt with by either Weston or Taunton Hospitals, both of which belong to the Somerset and Avon Trust Group.

Our Reception Staff will be happy to answer any further questions you may have and will be pleased to receive your feedback to help us continually improve. If you have suggestions please email enquiries@warren-farm.co.uk

Last review 2008-05-16