

Access in and out of the Resort

Is via controlled barriers through the use of a vehicle pass.

If this is difficult due to the nature of your disability please advise Reception and alternative arrangements will be made.

Car Parking

Disabled parking bays are available at the Leisure Park. For guests staying at Unity please take your disability badge to Unity Reception to obtain a complimentary parking pass to use during your stay. All other guests are encouraged to walk to the Leisure Park due to a car parking charge.

Treasure Chest Gift Shop

Fully accessible – ramped entrance.

Bus/ Train Service

Operates in the evening only. Minibus is fitted with a wheelchair lift. Access onto to the train is via steps.

Costcutter Supermarket

Fully accessible on one level.

Piglet Club/ Sally's Tiny Trotters

Please discuss the nature of disability with Reception.

Play Area

The basketball arena is accessible for guests in wheelchairs.

Car boot/ Market Field

Is on one level and fully accessible.

Golf Course

Golf buggy hire available enquire at pro-shop.

Access into pro – shop is via two steps. Guest assistance shopping available enquire at Pro-Shop or Reception. Ramped entrance to Club House. Note there are no disabled changing facilities. Disabled changing facilities available at swimming pool.

Telephones

Telephones at Receptions are accessible for guests in wheelchairs.

General

We are an equal opportunities company and aim not to discriminate on the basis of disability, race, gender, sex, religions or age.

We appreciate that there are many different types of disabilities and where possible have endeavored to ensure that our facilities are accessible for guests with a range of disabilities.

All our employees receive basic training to help ensure all guests have a great stay with us.

Please pass any comments onto Reception that will allow us to improve our service further.



Welcome All Leaflet

Guests with Disabilities

This leaflet is a guide for guests with disabilities and details access and use of our facilities following an audit of accessibility, to assist guests when planning their stay.

If you have any queries please speak to Reception where we are here to assist.

We welcome any comments from guests that can help us to improve the service offered. Please make these known at Reception.

The Resort is of flat terrain therefore easily accessible for guests in wheelchairs.

We have a limited number of wheelchairs available for hire on either a daily or weekly basis. Please book in advance to avoid disappointment.

Some toilet facilities are accessible through use of guest's personal radar key or a key can be hired from your Warden.

Touring Fields

Guests bringing their own motorhome/ tent/ tourer can find disabled toilet and washroom facilities at yellow field within separate sex facilities and a unisex disabled room on green field and brown field. All disabled facilities are accessed via the use of a radar key. The laundrys are also suitable for guests with disabilities on these fields. All touring areas are on one level.

Pitches are allocated by the Warden on arrival to the Resort on a first come first serve basis. Please request at the time of booking if you require to be near the toilet block. Please note that there are only a limited number of pitches that are close to the toilet facilities.

Hire Fleet Caravans

Please ask when booking about our Sovereign caravans suitable for guests with a range of disabilities.

Note: Guests for Golden Sands caravans are advised that there is a steep slope and steep path to access the beach.

Unity Bowl

Fully accessible for guests in wheelchairs.

Reception

Both Receptions are fully accessible. An Induction Loop is provided in Unity Reception for guests with hearing difficulties.

Swimming Pool

Disabled changing/ shower room is provided.

A lifting hoist is provided for access into the indoor pool.

Please note that there is a weight limit for use. Our lifeguards will be on hand to assist in the use of the hoist.

Access to the outdoor pool is via normal steps.

All waterslides are accessed via steps and health and safety restrictions apply. Guests with heart and back problems are advised not to use the slides. Riders must be able to sit/ lie in the correct riding positions. Some slides have a height restriction of 1.2m.

Entertainment Venues

All venues are on ground level and are fully accessible for guests in standard wheelchairs. During busy periods electric mobility scooters are generally not permitted in the venues following a risk assessment due to their size and design for outside use. A standard manual wheelchair is normally available for use for guests to transfer to at the venue entrance if required. If a standard wheelchair is not suitable then we advise guests to bring a wheelchair with them for use inside the venues.

Disabled toilets are provided.

An induction loop is provided in the Tavern for guests with hearing difficulties. Our door team are on hand to assist with finding a suitable table to accommodate a wheelchair. Please note when the facilities are operating at full capacity we may be unable to find room to accommodate any further guests.

All venues operate on a first come first serve basis.

Service dogs are welcome.

Fun Park

For health and safety reasons some rides have height, weight and health restrictions.

Guests must be able to support themselves and be able to maintain the correct riding position at all times.

Ride access varies from either steps or ramps according to the ride design.

Fun Park team members are unable to physically assist guests getting into and out of the rides. We therefore advise that guests are accompanied by a helper/ carer.

Ride operator instructions must be adhered to and understood. The park management reserve the right to refuse entry onto a ride for safety reasons.

Service dogs are not permitted on any of the rides.

Horse Riding

Guests with disabilities are welcome to go horse riding providing they are accompanied by either a helper or carer on foot.

Please discuss your disability with the horse riding team prior to booking.

Please note that no lifting equipment is available and the team are unable to physically assist guests getting onto and off the horse.

Sarah's Pantry/ Alan's Takeout

Fully accessible on one level.