

Pinelodge Holidays Limited



Sandybrook Country Park **Accessibility Statement**

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Introduction

Sandybrook Country Park is situated on a gently sloping hillside overlooking the surrounding countryside. The roadways are tarmac surfaced with speed bumps and a 5mph speed restriction in place. The buildings and lodges are generally single storey and so provide good access. Some accommodation is specially adapted for wheelchair access.

At Pinelodge Holidays we strive to make all of our facilities available to everyone. We hope you find this Accessibility Statement useful both before and during your stay with us. As with all other aspects of your holiday, if you have any queries please do not hesitate to contact a member of staff who will gladly offer their assistance.

Pre-Arrival information

For details about the access of our lodges, please refer to the information given later in this document. For availability of Accessible lodges, or further information on any of the details given in this statement please contact us by:

- Telephone: 01335 300 000
- Fax: 01335 342679
- Email: enquiries@sandybrook.co.uk
- Website: Use the contact form at www.sandybrook.co.uk

Our reception team are always happy to accept Type Talk calls and we are happy to use email as the main form of communication if required.

Guide Dogs and Assistant Dogs

- We welcome Guide dogs and Assistance Dogs in all lodges and facilities.

Large Print

- We can provide our literature and policies in large print if requested.

Communications

- Mobile phone reception is reasonable on the park depending on your network.
- Free Wi-Fi is available in all lodges and facility buildings.
- We will continue to develop our website in accordance with guidelines by the World Wide Web Consortium, the RNIB and the Plain English Campaign.
- Our website contains PDFs of our Access Statement and Terms and Conditions which are accessible to screen readers.

Website Accessibility

- We will continue to develop the website in accordance with guidelines promoted by the World Wide Web Consortium (W3C), the National Institute for the Blind (RNIB) and the Plain English Campaign.
- Talking software is available to help you use this website, such as www.screenreader.net which enables blind and visually impaired computer users to read webpages.
- Ease of use of website. A phone number is visible at top of all web pages, it is written in easy to read plain English, it has good colour contrast for ease of reading, it has easy to navigate menus and photo galleries have alt tags for the visually impaired (where appropriate). Downloads such as the Accessibility Statement and Terms and Conditions are in pdf format which is accessible to screen readers and are available in large print on request. You can also book your holiday online and contact us via the website. We also provide written directions, a Google map and a How to Find us leaflet.

Arrival and Car Park Facilities

- Upon arrival to the park, after a short distance up the 5mph driveway, following our one way system, the reception building appears on your left hand side, with 3 'check-in only' car park spaces. Additional parking can be found just before this on the right hand side (adjacent to coach house building).
- Please register at reception where you will be given any further information required and staff members will provide directions or assistance to locate your holiday accommodation.
- The speed bumps throughout the park are highlighted with yellow markings.

Reception Area

- The reception area can be accessed by descending 4 steps or by taking the shallow ramp leading to the ground level door (120cm wide)
- The main doors to enter the reception area are PULL doors (90cm). A staff member will help if assistance is required (the reception doors are glass), or if the second of the double doors needs to be unlocked for access
- Within reception there is a 100cm high counter
- Toilets, including one suitable for disabled use, can be accessed via the adjacent changing rooms (see below for details)
- The floor space within reception is ample and allows for ease of wheelchair manoeuvrability
- Literature is available in large print on request.

Indoor Leisure Facilities

- There is a pool spectator area which comprises seats and tables, accessed via a glass door in reception (85cm wide)

- Outside of the viewing area (in the main reception) there is a 50cm high bench
- Entrance to the changing area is gained via a level entry 85cm wide door in reception
- The surface of the changing area/wet room is wheelchair friendly
- The changing area includes a disabled use toilet with grab rails for the sink/toilet, a shower area and seat.
- The disabled use toilet may be locked and used for changing/showering
- Ordinary changing cubicles are typically 65x160cm, with family cubicles being 120x165cm. The disabled changing room is 180x140cm.
- A choice of high or low level lockers is provided for ease of use
- A 95cm wide door provides access to the pool area
- Upon entrance to the pool, users can use the low level entry, which comprises long low steps leading into the pools shallow point, with a grab rail
- The spa area is accessed at ground level
- There is a rail to assist entry/exit into the spa pool
- The typical width of the pool surround is 120cm, and wheelchairs may be taken to poolside if necessary, providing they do not block the path of other users, or emergency exits
- The sauna within the changing rooms can be accessed by a 85cm wide door, with a 20cm high step

The Coach House, bar and restaurant

- Access to the bar is gained at road level which has a very slight step of 0.8cm
- The narrowest point upon entering the bar is 75cm
- The height of the bar is 110cm
- Plenty of room is available in the bar area to manoeuvre a wheelchair, and easy access to tables with a choice of benches, chairs and chairs with arms. These can be moved/removed on request.
- Toilet facilities are accessed via an 85cm wide door, with ample space for manoeuvrability
- There is a level outdoor seating area situated at the front of The Coach House.

Go Active Lodge

- Accessed via a ramp from a 150cm path.
- The door is 80cm wide.
- Inside there is an open space for manoeuvrability of wheelchairs.

Games Room

- Situated opposite Reception
- Access is gained via 10 small steps with a wood rail to hold onto, leading to an 80cm wide entry door

- Upon entry to this area, level access toilets are situated on the right
- A clear path has been left to gain access to all areas of the room, the typical width being 80cm
- The pool tables are 85cm high
- A 90cm wide staircase allows users to descend to ground level in the bar area.

Public Laundry

- The laundry can be accessed by following the 120cm wide level path to the right of the main reception entrance
- The entrance to the laundry is 85cm wide and has a 20cm high step
- The height of the machines is approximately 90cm
- The sink within the laundry room is 95cm high

Toddler Soft Play Lodge

- The toddler soft play area has been designed for children of the age 5 and under
- Accessed via a 90cm path and 3 steps. The door is 150cm wide.
- Within the soft play room there is seating and a large open space for manoeuvrability of wheelchairs

Outdoor Play Area

- This area has a variety of structures designed for use by children over the age of 5 and has soft bark flooring
- Entrance to the area is gained by following a 100cm wide gravel path
- The area can be supervised from an adjacent picnic bench and seating area

Archery Range

- The Archery range is accessed via a 110cm path. The door is 80cm.
- There is an open space for manoeuvrability of wheelchairs.

Multi-Surface Area

- The multi-surface area is accessed via a 110cm path. The gate on the entrance is 80cm.
- There is a large open space for manoeuvrability of wheelchairs.

2 Bedroom Tissington Classic Vogue - Wheelchair accessible lodge – No. 42



Pinelodges - Useful Information

The following tables summarise the lodges which are available at Sandybrook Country Park - sorted by number of berths. Please note the information and measurements presented in the tables are taken from a sample of lodges and may not be totally accurate for all lodges, especially with respect to the height and number of steps to access entrance doors. If you have any specific needs or concerns about your accommodation please do not hesitate to contact a member of staff so that we may ensure that facilities are suitable.

2 Berth Lodges	Lodge Details	Elite 1
	Pathway step height	18cm
	Pathway width	60cm
	Steps on lodge entry	2
	Narrowest point of veranda	95cm
	Handrail to assist access to lodge	Yes
	Main doorway width	145cm
	Typical internal doorway width	56cm
	Kitchen worktop height	90cm
	Worktop under space	No
	Kitchen table height	80cm
	Bed height	60cm
	Typical bedside width	80cm
	Shower entry height	20cm
Bath entry height	60cm	
Bathroom grab rail	No	

4 Berth Lodges	Lodge Details	Classic 2	Classic 2 - Wheelchair Friendly	Elite 2
	Pathway step height	18cm	0cm	18cm
	Pathway width	60cm	120cm	60cm
	Steps on lodge entry	2	0	3
	Narrowest point of veranda	101cm	105cm	145cm
	Handrail to assist access to lodge	Yes	Yes	Yes
	Main doorway width	145cm	78cm	75cm
	Typical internal doorway width	56cm	70cm	56cm
	Kitchen worktop height	90cm	80cm	90cm
	Worktop under space	No	Yes	No

Kitchen table height	80cm	80cm	80cm
Bed height	60cm	60cm	60cm
Typical bedside width	60cm	60cm	45cm
Shower entry height	60cm	0cm	40cm
Bath entry height	N/A	N/A	60cm
Bathroom grab rail	No	Shower & Toilet	No

6 Berth Lodges	Lodge Details	Elite 3	Classic 3
	Pathway step height	18cm	13cm
	Pathway width	60cm	60cm
	Steps on lodge entry	3	2
	Narrowest point of veranda	101cm	101cm
	Handrail to assist access to lodge	Yes	Yes
	Main doorway width	74cm	74cm
	Typical internal doorway width	56cm	56cm
	Kitchen worktop height	90cm	90cm
	Worktop under space	No	No
	Kitchen table height	80cm	80cm
	Bed height	60cm	60cm
	Typical bedside width	40cm	50cm
	Shower entry height	25cm	13cm
Bath entry height	60cm	60cm	
Bathroom grab rail	No	No	

8 Berth Lodges	Lodge Details	Classic 4	Elite 4
	Pathway step height	13cm	18cm
	Pathway width	60cm	60cm
	Steps on lodge entry	2	3
	Narrowest point of veranda	101cm	101cm
	Handrail to assist access to lodge	Yes	Yes
	Main doorway width	74cm	76cm
	Typical internal doorway width	56cm	56cm
	Kitchen worktop height	90cm	90cm
	Worktop under space	No	No
	Kitchen table height	80cm	80cm
	Bed height	50cm	60cm
Typical bedside width	60cm	50cm	

Shower entry height	14cm	14cm
Bath entry height	60cm	60cm
Bathroom grab rail	No	No

Other Useful Information

A car is recommended to get the most from your holiday at Sandybrook Country Park as public transport is limited.

Nearby Towns/Villages

- Ashbourne – 1 mile – 5 minute drive
- Uttoxeter - 12miles - 20 minute drive
- Matlock - 15 miles - 25 minute drive
- Derby - 15 miles -25 minute drive
- Buxton - 20 miles - 30 minute drive

Transport

At the nearest town (Ashbourne), you will find a bus station, as well as all other amenities including supermarkets, pharmacists, doctors, dentists, cafés, banks and a post office.

Chesterfield, although a little further to reach, is the largest of the nearby towns and has many different shops, retail outlets and restaurants. Chesterfield is also home to the main hospital for the area (Chesterifeld Royal Hospital, Calow).

Activities

To find a list of ‘activities’ available in the area and how accessible they are please visit <http://www.accessiblederbyshire.org/activities/>

Things to Do

To find a list of ‘Things to Do’ in the area and how accessible they are please visit <http://www.accessiblederbyshire.org/things-to-do/>

Food and Drink Establishments

To find a list of ‘Food and Drink’ establishments in the area and how accessible they are please visit <http://www.accessiblederbyshire.org/food-drink/pubs-restaurants-and-hotels/with-accessible-toilets/>

Changing Places

Changing Places toilets are large, accessible spaces with a height-adjustable changing bench, a ceiling hoist and the space to change someone in dignity and comfort. There are now a number of Changing Places toilets throughout Derbyshire at the following locations:

- Shipley Country Park at Heanor
- The Genesis Centre at Alfreton
- Carter Lane Day Centre, Shirebrook
- Arc Leisure Centre, Matlock
- Queens Park Leisure Centre, Chesterfield
- Westfield Centre in Derby City
- The Hub, South Normanton
- Parkwood Day Centre, Alfreton
- County Hall, Matlock
- Elvaston Castle, Elvaston, Derby
- Cromford Meadows, Cromford, Nr Matlock
- Ashbourne Library, Ashbourne
- Oakland Village, Swadlincote
- Lea Green's Meadow Lodge, Nr Matlock (Please call ahead 01629 534561).
- Chesterfield Market Hall (smaller Changing Places facility)
- Rosliston Forest Country Park (smaller Changing Places facility)

The following four facilities do not meet the full Changing Places specification they are still suitable for some and can be used by telephoning the relevant facility in advance.

- Alderbrook Day Centre, Chinley
- Bankcroft Centre, Ashbourne
- Outlook Centre, Long Eaton
- Whitemoor Centre, Belper

How do I use them?

To use them all you will need in most cases is a RADAR key and your own sling if you need to use the ceiling hoist. RADAR keys are often available from your local district or borough council. Alternatively, you can purchase one from RADAR ([Link needed to RADAR](#))

Wheelchair – Accessible taxis

Dovelin Cars

Ashbourne

07974 665439

Advance bookings only.

A 2 Z Taxis

Buxton

(01298) 918101

Wheelchair-accessible vehicles available – manual wheelchairs only.

Advance bookings only.

757575 Taxis

Derby

01332 757575

Advance bookings only.