



Access Statement 2017

At Trevalgan Touring Park we strive to ensure that our facilities are as accessible as possible for all of our guests. If you require any assistance during your stay, or whilst planning your visit, our staff will be more than happy to help you.



Pre-arrival

Directions to the campsite are available via our website and are sent with all booking confirmations. Guests who book at least six days prior to arrival will also receive a further email five days prior to arrival reminding them of their booking

details, travel directions etc. We ask that guests do not arrive for their stay before 12 noon as we do not have a holding area. A dedicated arrivals parking space is marked on the tarmac to the left as you enter the Park and we kindly ask you to park here and proceed to reception on foot to check-in.

Check-in

The reception is located at the entrance to the Park and has level access through wide double doors. Our staff will be more than happy to assist with opening/closing the doors for wheelchair users.



The check-in process takes approximately five minutes and we will need the full registration of all vehicles in your party as entry to the Park is through a security barrier system with licence plate recognition (the entrance barrier is



closed 11.30pm to 6.00am). A multi-lingual (English, French and German) information booklet is issued on arrival which contains details of all our facilities, emergency procedures/ contact telephone numbers and addresses. Guests also have access to free walk maps, bus timetables, taxi numbers, local area/town maps and

a weekly 'what's on' guide. Your pitch number, directions to your pitch and any specific instructions will be given at the time of check-in.

Grounds/Pitches

The campsite is spread across two fields. The pitches are mostly level or very gently sloping with grass or gravel bases. The entrance to the Park and the access area for the shower block/amenities building and games room are tarmac. The access roads to the pitches are gravel. The visitor's car park opposite reception is gravel and there are speed bumps at the three exits from the tarmac area to the gravel roads/car park. The speed limit on the Park is strictly 5mph. The main entrance, barriers, reception, farmhouse reception, shower block and games room areas of the Park all benefit from good external lighting. The water/grey waste points are also lit but we suggest that you bring a torch to move safely around the Park at night.

Fresh drinking water taps and grey waste points are located around the Park and on some pitches (multi-serviced).

The chemical toilet disposal point is located on the side of the shower block and is accessed via one step. The motorhome service area has a large drive-over drain for disposing of grey waste water and there are wall mounted hoses provided for refilling



water tanks on both sides. Refuse/recycling points (large wheelie bins) are located around the Park and are screened on three sides.

We welcome assistance and other well behaved dogs (maximum of two per pitch) on pitches 1-107. Pitches 108-135 are strictly dog-free so it is very important to inform us at the time of booking if you are thinking of bringing a dog with you so we can allocate an appropriate pitch.



Facilities/Communal Areas

The reception/shop, freezer room, games room, shower block (including ladies and gents showers/toilets, family/unisex rooms, disabled suite, dishwashing, laundry and baby bathrooms) all have level access.

The reception/shop has floor standing tourist information leaflets and wall mounted Cornwall and Penwith maps. Our staff are happy to offer any further help/advice/internet research. The shop goods are displayed on multi-height shelving, fridges, tables etc and our staff will be happy to assist when requested. We stock a variety of Cornish produce, freshly baked baguettes and pastries are available to order each day and we also provide a gas bottle exchange service (Calor and Camping Gaz). There are two upright, front opening freezers for guests' ice packs in the room that adjoins the reception/shop with a further selection of tourist information/packs and a pre-programmed, wall mounted, emergency telephone (this room is accessible 24 hours/day).

The under floor heated shower block is fully tiled with non-slip floor tiles. Motion detectors operate the lights. Benches or stools are provided in all shower areas. The disabled suite comprises a shower with fold-down seat, toilet, hand-wash basin with mirror over, hand dryer, stool and grab rails. There is also a further disabled-friendly toilet facility with a further baby changing table in the reception/shop. The baby baths are at worktop height and are

suitable for bathing one or two small children. We provide non-slip mats and a fold down, wall mounted, changing table in each.

The laundry is located inside the toilet/shower block and benefits from three floor standing, front loading washing machines with dryers over. There is also a hand washing sink and front loading spinner (on a plinth). There is a wall mounted iron, adjustable ironing board and laundry baskets. Chairs are provided for guests to use while waiting.

The children's play area has a variety of multi-age climbing/sliding/roll-play equipment and has play-bark safety surfacing. A picket fence surrounds the play area and there are three gateways with a small step down onto the play-bark. The games room is equipped with a pool table, table tennis, table football and air hockey and has a soft seating area. There are electric sockets which guests are welcome to use for charging their mobile phones/electronic devices.



Ancillary Services

The bus service to St Ives is independently operated by Royal Buses. Their fleet of low-floor 'accessible' buses run from the campsite entrance for the short ride into St Ives (timetables vary according to season). Single fares are payable to

the driver and family tickets are also available. Dogs are welcome on the bus.

Wireless internet access is offered across the Park (but not guaranteed on all pitches) and there is a further wireless zone in the games rooms. Internet access codes can be purchased from reception. There is generally good mobile phone and 3G/4G service on the Park. Please be aware that guests who choose to walk towards Zennor from the Park may find that there is limited or no mobile reception once they leave Trevalgan.

Medical

Two members of staff are qualified 'first aiders' and first aid supplies and an Automated External Defibrillator (AED) are located in the reception. Please contact us in advance if you have any special requests for the storage of prescription medications etc or if we can be of any further help to ensure your medical needs are catered for during your stay.

We have made every effort to be as accurate and include as much detail as possible but do not hesitate to contact us if you need any further information/clarification. Further photographs of the Park can be viewed via the 'Gallery' section of the website www.trevalgantouringpark.co.uk. The information contained within this document is subject to change at any time without notice.