

# **Access Statement for Chestnut Meadow Camping & Caravan Park**

## **Introduction**

Chestnut Meadow is a family run camping & caravan park where we strive to ensure that all visitors can come and enjoy it's amenities and surroundings.

Our aim is to ensure your stay is as relaxing as possible and we will assist guests in all ways possible during the planning of your stay and whilst you are actually visiting us. We will be more than happy to help wherever possible.

## **Pre-Arrival**

- We cater for touring caravans, motor-homes (max 30 ft) and tents.
- Our web-site is easily accessible and our brochure has been designed to be clear and concise - [www.chestnutmeadow.co.uk](http://www.chestnutmeadow.co.uk).
- We can communicate with customers via telephone, fax, and e-mail.
- A copy of this access statement can be posted, faxed or e-mailed if required.

## **Arrival & Car Parking Facilities**

- The Park Reception area has a hard-standing parking area which is clearly signed for new arrivals.
- Once registered at reception, guests can access the park via an electronic barrier operated by a swipe card.
- There is a tarmac ring road to allow ease of access to all pitches and movement around the site.

## **Main Entrance & Reception**

- Reception is located right next to the site entrance.
- There is a ramped access to Reception for access for wheelchairs and pushchairs.
- The reception doorway has ample access for a wheelchair to access.
- Accessible parking bays are provided outside reception for use

whilst in reception.

- Tourist Information is available from reception, including emergency service contact numbers.
- Office hours are 8.00am to 6.00pm (Times do vary in winter and at peak times)

## **Public Areas**

- All of our buildings are ground floor and all are accessible without the use of steps.
- Non-slip floor surfaces have been used in all buildings.
- Fire exits are clearly marked.

## **Indoor Games Hall**

- An indoor games hall is provided for enjoyment by all.
- The games hall is open between 10.00am and 8.00pm.
- Equipment for using the snooker and pool tables and air-hockey can be collected from reception or the cafe.
- Power for the lights for the snooker and pool tables and for the air-hockey table is provided by tokens which can be purchased from reception or the cafe.
- The snooker table is for use by adults only.

## **Toilet / Shower Block**

- The park has a toilet / shower block located on the northern edge of the camping field.
- The footpaths leading to the toilet block are level and are lit at night.
- The flooring in all areas of the toilet block is a non-slip surface.
- There is a separate disabled shower and washroom facility, complete with shower, sink, toilet and grab rails.
- There is a separate family washroom with shower, toilet, sink and baby-changing facility.
- In the ladies toilet area there are 4 showers, 4 private wash cubicles, 6 toilets and 4 open wash sinks. There is also a baby-changing area and hand and hair dryers.
- In the mens toilet area there are 4 showers, 4 private wash cubicles,

4 toilets, 4 urinals and 4 open wash sinks. There are also hand dryers and a hair dryer.

- The toilet block is heated in all areas.

## **Cafe**

- The cafe is located on the eastern edge of the camping field.
- There is level access to the cafe for wheel chairs and pushchairs.
- Tables and seating are all moveable and plenty of space has been left to allow ease of movement.
- Lighting is uniform in the cafe area.
- The cafe servery counter is 90cm high.
- The menu's are easy to read, clear and concise.
- Pricing information is clear.
- Table service is available only at peak times. All other times food and drinks have to be ordered at the counter.
- Toilets are available via the corridor to the side of the cafe counter. There is a disabled toilet, 2 ladies toilets and a mens.
- A baby-change facility is available in the ladies toilet.
- A fire exit is located next to the toilets and at the northern end of the cafe seating area.

## **Launderette**

- A launderette is located next to the shop / reception building at the entrance to the site.
- The access is stepped, a laundry service is available for those who have difficulty with this access, please enquire at reception.
- There are 2 drying machines, 1 washer, 2 handwashing sinks and an iron and ironing board.
- All machines are token operated.
- Tokens can be purchased from reception or the cafe.
- The floor surface is non-slip.

## **Shop**

- The shop is located within reception.
- The shop is well lit and space has been allowed for ease of access.
- The shop sells fresh local produce, general foods, frozen food and ice cream, camping accessories, toys, newspapers and cleaning

products.

- Bottled gas is available.

## **Outdoor Play Area**

- The outdoor childrens play area is located in front of the games hall building.
- The play area takes the form of an activity trail.
- Safety surfacing has been installed in areas recommended.
- The play area has been designed to minimise all potential dangers with minimal fall heights.
- The play area is fenced to prevent animals entering and children running into the road, access is via a gated entrance.

## **Touring Facilities**

- Touring pitches are clearly marked.
- Some pitches are fully-serviced with hard-standing, electric, water and drainage to the pitch, some just hard-standing with electric and the rest are grass with or without electric.
- Our hard-standing pitches are recycled plastic grids laid on a sub-base with grass growing back through, so they do appear like grass pitches.
- Electric hook-up is available to 72 of our 75 pitches.
- All of our pitches are 13m wide to allow plenty of space for all.
- There are 2 chemical toilet points at the rear of the mens toilet block.
- There are 4 drinking and waste water service areas around the site.
- There are 5 bin areas for refuse and recycling around the site.
- The site has full recycling facilities.

## **Additional Information**

- The nearest public payphone is adjacent to the launderette by the site entrance.
- Dogs are welcome but must be kept on a lead on site. We do not have a dog walk but there is a footpath by the site that leads to Highwoods, 82 acres of open woodland. All dog mess should be placed in the bins provided.
- The nearest bus stop is at the end of the access lane, approximately 500 metres.

- Maps of the park are available from reception.
- If emergency services are required please dial 999 and give them the site address and your name and pitch number. Then alert a member of staff at reception or if out of hours notify the duty warden. Their pitches are located either side of the entrance barrier.

Address: Chestnut Meadow Camping & Caravan Park  
Ninfield Road  
Bexhill on Sea  
East Sussex  
TN39 5JG

Telephone: 01424 892361

Fax: 01424 892361

Email: [info@chestnutmeadow.co.uk](mailto:info@chestnutmeadow.co.uk)

Website: [www.chestnutmeadow.co.uk](http://www.chestnutmeadow.co.uk)

### **Future Plans**

- The site has been completely refurbished in 2009 /10 so all practices and facilities will be reviewed during 2010 to see how any items can be improved.
- Customer feedback is welcome.

### **Contact Telephone and Email Address**

**We welcome your feedback to help us continually improve if you have any comments please phone 01424892361 or email [info@chestnutmeadow.co.uk](mailto:info@chestnutmeadow.co.uk)**