

# **YHHP Access Statement**

We want all our guests and visitors to enjoy the facilities and surroundings of the park and we are always here to help if you require assistance during your visit or stay with us. If there are any specific requirements, please contact the park for more details and information.

## **Main Building & Reception**

We have a main building at the entrance to the park that incorporates a games room the Old Barn Coffee Shop and reception all with level access. Accessible toilets are located within this building, please check our website for opening times. Please note that reception is not always manned as staff could be working around the park but there is always someone available in the Coffee shop to help.

## **Car Parking**

There is a large car park to the front of the main building and is tarmacked mainly flat with gentle slopes. Access and egress to the main building is a concrete ramp leading to the Games room with access to both the Coffee Shop and reception being accessible over a flat paved floor. The Old Barn can also be accessed along a level paved outside area to the side of the building.

## **Toilets**

Toilet facilities in the main building can be accessed via 2 steps from the games room or via a side door at the side of the building along a flat level concrete path. A door threshold ramp is available on request to aid wheelchair access and egress to the main and disabled toilet facilities.

## **Mobile Phone Coverage**

Mobile phone coverage can be patchy around the park with the Vodafone network being the best, other networks can be picked up in certain areas of the park, but the signal can be patchy. A phone is available in reception / coffee shop for emergencies during opening hours with on call staff available close to the main building for out of hours in case of emergencies.

## **Hire Units**

Our park offers holiday homes for owner occupiers and a small number of holiday homes that we hire out, we currently don't have a specific disabled specification holiday home unit available for hire please contact the park for more information about our hire fleet units and the suitability for your needs.

## **Road Surfaces**

The park has a mixture of tarmac and gravel roads mostly all flat and level except the road leading to Abbots Green and the play areas. The gravel roads could be challenging for some wheelchair users please contact the park for more information.

## **Public Transport**

Thirsk train station is 5 miles away from the park and has many links to main line services from Newcastle, Leeds, York, Manchester and London. We can provide our guests with numbers of several taxi firms that operate in the Thirsk areas, some of whom have adapted transport for the disabled.

## **Contact Details**

For any further information please contact our reception on 01845 597495 and we will be delighted to assist in any way we can, you can also email us: [yorkhouse@yhl parks.co.uk](mailto:yorkhouse@yhl parks.co.uk)