



## Accessibility Statement

At Polmanter, we're always working towards making our campsite welcoming and accessible for all our guests.

Here's a guide to the facilities at Polmanter. If you have any questions or if there's anything we can help with before your stay, please call or email us (contact details at the end of the document).

We're committed towards always improving our accessibility; so if you have any feedback or suggestions, please let us know.

### **Arrival and parking**

We understand that guests often prefer to travel later in the day or overnight to try to miss the worst of the traffic. For this reason, we have an arrivals field that you are welcome to use from 10pm on the night before arrival.

We ask all new arrivals to park on this dedicated grass car park near the entrance. This is about 200m from Reception.

New arrivals can check in at reception from 9am each morning (8.30am in peak season), and we try to have pitches ready for new arrivals by 11am, certainly by 12 noon.

If you have any mobility difficulties, when you are ready to check in, please drive towards Reception, and you'll see a sign to the right pointing to the Visitors' Car Park (grass and hard standing). Please park here while you check in. We'll then direct you to your pitch.

### **Pitches**

The campsite is either flat or gently sloping. Many of the roads are surfaced with tarmac, but some pitches are accessed via longer stretches of grass or gravel road surfaces.

There are speed bumps throughout the site, to help remind visitors to keep to the speed limit of 5mph.

Please chat to our reception team about your needs and we'll do our best to match you to your perfect pitch!

If you have a specific requirement (such as near the entrance or amenity blocks), have a look at the map on the website and contact us to reserve it. We'll always try to make sure you get your preferred pitch or a similar one if your first choice is already reserved

<https://www.polmanter.com/interactive-map/> has helpful static and interactive site maps to assist you when choosing your perfect pitch.

### Accessible toilets and showers

Each of our three amenity blocks has a dedicated accessible suite, with shower, shower seat, toilet and basin with grab handles, mirror, and bench seating.

	Levant	Morvah	Consols
Door to building (width)	85 single door / 171 double door	85 / 171cm	85/171cm
Door to shower room (width)	83	87	81
Basin height:	74	71	73
Height of in-shower seat	55	49	50

### Family shower rooms

There are also family shower rooms available which include a shower, toilet, basin and bench seating in one room which we know from experience makes using the facilities with a young family much easier!

	Levant	Morvah	Consols
Door to building (width)	85 single door / 171 double door	85 / 171cm	85/171cm
Door to shower room (width)	70	67	77
Basin height:	80	82	82

### Baby bathrooms

We know that the youngest members of the family are often not keen on being showered, and so we have created convenient worktop-height baths suitable for bathing babies and toddlers . The rooms also have a useful space for changing nappies and dressing, nappy bin, toilet and a safety seat.

## Main washroom facilities

We've made sure that all the washing facilities are as easy to use as possible. They're well-lit and have level access, and we've made sure that there are helpful little touches such as easy-to-use door locks and mirrors at varying heights. All shower cubicles have a dry area with bench seating, separated by a curtain and a step down into the shower section, to help keep your belongings dry.

	Levant	Morvah	Consols
Door to main toilet and shower rooms (width)	78cm	78cm	78cm
Basin height:	81	80	81

## Other facilities

The laundry room, washing up rooms, freezer room and waste disposal points all have level access. If you have any specific requirements (you may need to charge an electric wheelchair for example), please let us know.

WiFi is available across the site – though cannot be guaranteed to all pitches. 30 minutes free internet is available per device per day, and paid access is available for use beyond this. You are welcome to use the electric sockets in amenity blocks; bar, conservatory and indoor play areas to charge electronic devices, but we recommend you do not leave devices unsupervised while charging.

Launderette door width: 83cm wide

Front loading washing machines and dryers. Height of washing machines: Door: 80cm high, controls 115cm high. Adjustable height ironing boards.

There is a clear sign explaining how to use the machines. If you need any assistance, please speak to our Reception staff.

	Levant	Morvah	Consols
Dishwashing room door with	79cm	78cm	79cm
Sink height:	90	89	90

We have a freezer room in Consols amenity block for guests to freeze their own ice-packs. Freezer room door width: 78cm wide (Consols amenity block)

Shelving height: various levels

Drinking / waste water points, and general waste / recycling points are situated at regular intervals across the site, so no pitch is very far from these key facilities.

Chemical toilet disposal facilities are available at each amenity block, and motorhomes have a dedicated drive-in station for emptying waste water or refilling fresh water tanks.

### **Restaurant and bar**

The conservatory and bar have level access and wide doors, toilet and baby changing facilities. In our adjacent indoor soft play area we have an accessible toilet and baby changing facilities. For child safety reasons, the door access button to the soft play area is above child height; please ask a member of staff if you require assistance.

Door to conservatory: 78 / 154cm wide (single/double)

Doors from conservatory into bar: 166cm wide

Door to swimming pool area: 106cm wide

Doors to take away: 77cm wide

Door into soft play room, which leads to disabled toilet: 72/140cm wide.

Door to disabled toilet: 94cm wide

Basin height: 71cm high

If there's anything we can do to help with individual diets or sensory needs, please let the restaurant and bar staff know and we'll do our best to help.

### **Shop and Reception**

The Reception building has level access, and is the best place to go for advice and assistance with any accessibility queries, including great tips on places to visit locally.

Reception door width: 135cm wide (automatic sliding door)

The shop has level access, and during peak opening times can be accessed from the shop door or through the main reception automatic door.

Shop door width: 85/135cm wide

## **Leisure facilities**

Outdoors, the sports field, playgrounds, tennis courts, and 'pitch and putt' all have level or slightly sloped access.

There are two steps to the pool area; however there is a level route to the pool area through the restaurant's conservatory. If you ask a member of the reception team, they can arrange for this access. Please note: there's no lifeguard cover for the pool.

The indoor soft play area has disabled toilet and baby changing facilities. For child safety reasons, the door access button to the soft play area is above child height; please ask a member of staff if you require assistance.

The games room is in an old farm building with a steep external staircase.

The treatment rooms have level access from the rear of the building..

Door width: 75cm

## **Dogs**

We welcome up to 2 well-behaved dogs per pitch, and they may join guests in our reception, bar, conservatory and 'beer garden' areas.

We ask that dogs are kept on a lead at all times on site, however we have a large enclosed field where dogs may be exercised off the lead, and our reception team can direct you to other fantastic walks from the site where they can stretch their legs.

We only allow assistance dogs in amenity blocks, children's indoor and outdoor play areas, the swimming pool and shop. We have 'dog parking' hooks throughout the site so that your dog may be secured safely if you need to leave them, but we ask that dogs are not left unsupervised in caravans or vehicles.

## **Smoking**

We ask guests to refrain from smoking in shared areas including reception, bar/conservatory and beer garden, children's play areas and amenity blocks.

## **Autism friendly holidays**

Many of our guests have some level of sensory difficulty; if this is you or one of your party, we want you to feel comfortable and relaxed at Polmanter.

Please let us know if you have any specific requirements, and we'll do everything we can to assist. Colleagues from all areas of the campsite are here to help, and we're aware that the restaurant in particular can be a place where a bit of extra support is appreciated.

For advice on good places to visit in Cornwall, please ask at Reception. For example we can help with advice re quieter beaches, and safe places to let off steam such as the local trampoline park. We can also direct you to fantastic local outdoor spaces such as Tehidy Woods or Heartlands, which can be less crowded and a pleasant alternative to the bustle of St Ives.

### **Family facilities**

Young families have their own particular needs, as we've learned from experience! There are special baby and toddler baths in the amenity blocks, and large shower rooms for families with older children. We've provided plenty of places for children to let off steam and play (with adult supervision, please), and we'll always do our best to accommodate any specific food requests in the restaurant.

### **Transport links**

Polmanter's dedicated bus service can take you straight into the centre of St Ives, cutting out any need to park in the town and beaches during busy periods. The bus leaves from the campsite entrance, (200m from Reception), and drops you in the town's 'Royal Square.' The bus has low-floor access, and accommodates dogs, wheelchairs and pushchairs (though at busy times you may find you need to collapse your pushchair to squeeze on unless you are early!)

If you need a wheelchair or pushchair-friendly taxi, we have details at Reception, or you can usually find one at the taxi rank in St Ives, next to the Royal Cinema and opposite the Royal Square bus stop

An up to date bus timetable is provided in our "What's on" guide that you will receive at check-in, displayed at the bus stop and on our website ([link](#)). The service runs from late April to early September.

### **Medical support**

Our local GP surgery, The Stennack Surgery in St Ives has a minor injuries unit, and will see patients who are here on holiday. You can contact them in advance if you have any ongoing medical needs. There is a small hospital in nearby Penzance has a 24-hour Urgent Care centre

and the larger district hospital is 20 miles away on this side of Truro with full range of medical, emergency and maternity services.

The Stennack Surgery: 01736 793333

A really helpful website is Royal Cornwall Hospital Trust's Waiting Times for Urgent Care webpage - <https://www.royalcornwall.nhs.uk/services/urgent-emergency-care/minor-injury-wait-times/>

Please contact us in advance if there is anything that you might need from us to help keep well during your stay – for example, we can arrange for our shop staff to store medication that requires refrigeration.

There is always someone on duty at Polmanter in case of emergencies – they can be contacted through our main reception, farmhouse or assistant manager's reception, or the night warden's mobile phone (07858 367838).

In case the unthinkable occurs, we also have an automated defibrillator in reception.

#### **Information about Polmanter**

Our website has been designed to meet (and exceed) current UK accessibility legislation and international guidelines.

Our printed information leaflets are available in larger printed versions - please ask at Reception. Our multi-lingual page on our site summarises key information in French and German.

We've tried to make all our on-site signage as clear as possible, and use symbols as well as words. If there's anything you need to ask, please contact us.

#### **Contact details:**

Polmanter Touring Park

St Ives

Cornwall

TR26 3LX

01736 795640

[reception@polmanter.co.uk](mailto:reception@polmanter.co.uk)

[www.polmanter.co.uk](http://www.polmanter.co.uk)

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