

ELM COTTAGE TOURING PARK

Proprietors Chris & Chris Buss

Chester Lane, Near Winsford, Cheshire CW7 2QJ Tel: 01829 760544

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Elm Cottage Touring Park

Introduction

Our aim is to ensure that all visitors can enjoy the facilities and surroundings within the park. We will help and assist in anyway we can whilst you are planning your visit or during your stay. Please ask if you need our assistance. Our current facilities and services are as follows:

Pre-Arrival

We cater for tents, touring caravans and motorhomes. The main touring field is open all year. Camping for tents is available between Easter–September.

Full details of our facilities, with directions and maps on how to reach us, can be found on our website. Contact can be made via our website. We offer phone, email, fax (by prior arrangement) and will always accept Type Talk calls.

Full payment to reserve pitches are taken prior to arrival. Bookings can also be made on-line through our website.

Most credit/debit cards are accepted but we do not accept American Express.

This access statement can be produced in large print on request and we can post a copy to you if required.

Smoking is not allowed in any of the buildings.

BBQ's are allowed as long as they are off the ground and supervised at all times. **No fires, fireworks or chinese lanterns are allowed anywhere on the Park.**

Arrival & Car Parking Facilities

Owners/wardens wear easily identifiable uniforms.

If you require more assistance in the event of an emergency, please notify us on arrival.

We can take you to your pitch on request and offer assistance as required, subject to staff availability.

Detailed information explaining where all our facilities are including recycling bins, along with the rules of the site, are explained and given to all new arrivals.

Speed limit on the Park is at 'walking pace'.

Direct access from the A54 via a tarmac drive.

There are no barriers or gates on the park.

There is one speed ramp as you leave the Reception and access the rest of the Park.

Arrival parking is immediately in front of the Reception building on a tarmac area.

The main visitor/overflow car park is clearly signed to the left within the Camping field on a stoned area with unmarked bays.

All facilities are clearly sign-posted. Clear signage is used throughout the Park using large black font on green background with pictographs where appropriate.

Main Reception

The front doors, 115cm wide, open outwards and are kept open for arrivals. The inner door which opens outwards, is 81cm wide. It is 234cm from outer doors to inner shop door. Leaded windows to north and south aspects.

From Easter-September reception is manned between 9am-7pm. During quieter times a call button 'ring for service' is available.

This press button is beside the inner door 138cm above the ground. Owners/wardens carry pagers.

Space is limited. Plastic flooring. Fluorescent lighting

A chair with arms and small table is provided in the outer reception.

Emergency telephone (break glass for key) is situated on LHS as you enter outer reception.

Exchange Library.

Information on local tourist attractions along with daily weather details. We have a list of nearby attractions that have access statements.

Paper and a pen are available on request in Reception if required. Magnifying glass can be made available on request.

'Dog Parking' hook on right outer wall as you enter outer reception.

Shop

Our small shop is situated in the Reception selling basic commodities.

Space is limited. Door opens outwards. Plastic flooring. Fluorescent lighting. Check-in desk is at 91cm height.

Calor Gas Dealer for purchase/exchange.

Battery charging available for a small fee.

Ice pack freezing facility available for a small fee.

Newspapers can be ordered (the night before).

Fresh bread and rolls from the local baker are available over weekends between Easter-end of August.

Public Areas - General (Internal) Facilities included within site fees:

Public Areas - WC

Situated on the Touring field in the Amenity block.

Award winning, 5* Amenity Block (opened May 2008) with disabled toilet and wet room accessed with a RADAR key.

Facilities include toilet, wash basin with lever taps plus a wheelchair accessible shower with folding seat. Includes baby changing facility and Belfast sink for washing toddlers.

Amenity Block

Cleanliness is our utmost priority. Amenity Block is open 24 hours a day, apart from when closed for cleaning between 2-4pm each day.

Award winning, 5* Amenity block (opened May 2008) with disabled toilet and wet room accessed with a RADAR key.

On the same level as the Reception and Rally Barn.

Access is via tarmac drive and flagstone path.

Level access with quarry tile flooring throughout. Anti-slip floor tiles in showers. White tiles and sanitary ware throughout.

Green colour contrast for worktops and cubicles.

Drinking water taps, grey water waste, rubbish and recycling bins situated close to Amenity Block.

Thermostatically controlled water.

Push button showers/taps throughout unless otherwise specified.

'Dog Parking' hook on lefthand corner of Amenity Block (left of Laundry entrance).

All windows have restricted opening. Doors have 'D' handles and automatic closers. Toilets have 'push and hold' button flushes.

Dawn to dusk low level lighting with sensor operated bulk head lights.

Ventilation sensor operated with lighting.

Ladies:

Door opens outwards, 82cm wide. Lobby door opening inwards.

Windows, obscure, north and south aspect.

Ahead: Waste bin with hand towel dispenser above.

To Right: Shelf, 17cm wide, 93cm height, mirror above. To left of shelf is hairdryer/shaver point at 112cm height.

1 private washbasin cubicle, 80cm height, mirror above,

3 shower cubicles, with plastic stool, shower curtain, shower caddy.

To left: 3 washbasins, 80cm height set into worktops with 2 soap dispensers above. Acrylic mirrors to left and right.

4 toilet cubicles.

Disabled: £10 deposit required for use of RADAR key

Door, 98cm width opens outwards.

Windows, obscure, south aspect

Wet Room set up to full disabled specification: Wheelchair accessible shower with mixer controls and folding seat. Grab rails.

Toilet, shower curtains, shower caddy.

Hairdryer/shaver point, 110cm height, left of wash hand basin with lever taps, height 70cm set in worktop with mirror above.

Free standing soap dispenser. Plastic chair with no arms. Another shaver point to right of mirror.

Emergency pull cord.

Belfast sink set in worktop for washing toddlers. Mixer tap to left of sink. Drop down baby changing mat on left hand wall as you enter.

Mens:

Door opens outwards, 81cm wide. Lobby door opening inwards.

Windows, obscure, north and west aspect.

Ahead: Waste bin with hand towel dispenser above.

To Right: Privacy panel, 4 urinals. 3 toilet cubicles.

To left: 4 washbasins, 80cm height set into worktops with soap dispensers and 3 shaver points above. Acrylic mirrors to left and right.

Hairdryer/shaver point, 112cm height.

3 shower cubicles, with plastic stool, shower curtain, shower caddy.

Chemical Toilet Disposal Point:

Twist cold tap and toilet flush to dispose of waste. Door, 82cm width opening outwards. Door is only hung during bad weather in the winter time. It is normally removed for most of the caravanning season.

Take Away Facility

'Fry Days' Fish & Chip trailer is open Fridays and Saturdays 5pm-8pm from Easter to the end of August. Catering trailer is situated just inside the camping field on the left hand side. Please check availability of opening times.

Restaurant/Dining Room/Bar & Lounges/Cafe

• Not Available.

The Shrewsbury Arms Public House and restaurant (400 metres) can be reached by tarmac roadside footpath, gentle slope.

Laundry & Dishwashing Facilities

Both in the Amenity block - limited space.

Laundry Facility: Door opens outwards, 82cm wide.

Standard size, domestic front loading washing machine with tumble drier above. Dry iron and ironing board at 92cm height.

All machines are operated by token meters. Tokens available from reception.

Sink with right hand draining board at 92cm height. Waste bin, plastic chair with no arms. Window, east aspect.

Assistance can be provided by Touring Park staff if required.

Dishwashing Facility: Door opens outwards, 82cm wide.

2 x standard size sinks with right hand drainers, 92cm height. Waste bin. Window, north aspect. Additional to this dishwashing facility, there are 2 x extra large washing-up sinks adjacent to the amenity block available for use during the camping season Easter to the end of September.

Leisure Facilities

• Not Available.

Nearest facilities in Winsford at Lifestyle Centre, 3 miles east along A54. Details can be requested from Reception.

Outdoor Facilities

On-site air line for tyre inflation situated on outside right hand corner of rally barn if looking from reception.
Dog waste bin situated beneath air line facility.

Touring Field

Please specify on booking if you require one of the few pitches near to the amenity block. Pitches are allocated on booking and staff are happy to advise on the location and suitability for your requirements on enquiry. If you require assistance in pitching on arrival, please ask.

Pitch 35 is a designated 'disabled' pitch which is fully-serviced with EHU, water and grey water waste on a generous graveled hard standing close to the amenity block.

Subdued external lighting is provided during the hours of darkness.

Tarmac roads service the all-weather pitches.

There are 18 graveled all-weather pitches (Premier), 4 flag stoned all-weather pitches and 13 grass pitches (Service). The service pitches have paving slabs for caravan wheels.

The two acre touring field slopes gently away from Reception.

Benches are provided around the top end of the site and there are a number of wooden picnic tables available for customer use.

Pets are allowed – designated dog walk in camping field. Dog waste bin situated to the left of entrance to the camping/rally field.

Drinking bowl for dogs provided below dog waste bin.

Parking beside your caravan, motorhome or tent is allowed for one car. Additional cars/vehicles can be parked in the designated overflow car parking area in the camping field.

Each pitch is clearly numbered and has an electric hook-up facility, 10 amp.

From Reception to the far end of the Touring field is 95 metres and it is 65 metres wide.

Drinking water taps are situated by the Amenity block.

Rubbish/recycling is situated close to Amenity Block.

2 x fire points are situated on the main site.

Motorhome Service Point in Camping Field providing electric hookup, fresh water and grey water waste facility. Maximum 3 hour stay.

Camping & Rally Field

Tent Camping Season: Easter to the end of September.

Motorhome Service Point in Camping Field providing electric hookup, fresh water and grey water waste facility.

Access is via a 35 metre rolled graveled driveway.

The rest of the 6 1/2 acre field is all grassed. Camping for tents marked out as numbered pitches.

There are no lights within the camping and rally areas.

Nearest grassed basic tent pitch is approximately 50 metres from Amenity Block. Graveled paths lead to amenity block.

Dog Walk is clearly signposted around outside perimeter of camping field. Dog waste bin situated to the left of the entrance to the camping/rally field. Drinking bowl for dogs provided below dog waste bin.

Drinking water taps to right of the entrance to the camping/rally field in the motorhome service point and also by Amenity Block.

Rubbish/recycling is situated in front of the motorhome service point and also close to Amenity Block.

Ball games allowed (not allowed on main site). No kite flying.

2 x fire points situated in the camping field.

There are a number of wooden picnic tables available for customer use.

12 x 10amp electric hook-up points on the right of the camping/rally field.

On LHS of entrance to camping field a number of bricks are made available to allow BBQ's to be lifted off the ground.

No fires, fireworks or chinese lanterns are allowed anywhere on the Park.

Meeting Rooms

Rally Barn – For Group use only - Suitable for up to approximately 80 people

The Rally Barn has a 70cm wide door into the lobby opening inwards and a 77cm wide inner door opening inwards. These doors are directly opposite each other and open inwards. The Barn floor covering is industrial carpeting.

Flexible/variable chair and table arrangements that can be moved.

Small dance floor. Portable gas heaters.

Kitchenette has standard sink unit with left hand drainer and 25 litre electric urn.

Catering can be provided by prior arrangement.

The 'Wee' Snug - Small Meeting Room – Suitable for use by small groups up to approximately 18 people

Stand-alone building adjacent to east end of Amenity Block, approached on flagstone paths edged with gravel.

There is a 5cm step up into the 'Wee' Snug. A 71cm width glass panelled door opens inwards into a narrow hallway of varying widths from 69cm-80cm, approximately 115cm in length, which has quarry tile flooring. Fire extinguisher in the hall can be moved to allow access. Fitted with smoke alarm. The main part of the room is covered in short-pile carpet and measures 2.7m across x 5.7m lengthwise. There are 2 x rugs laid on top of the carpet. Lit by 4 x ceiling lights. There are 2 small obscure glass windows opening outwards, east facing with restricted openings at a height of 155cm. Flexible/variable chair (with and without arms) and table arrangements that can be moved. Gas central heating with 2 x thermostatically controlled radiators. To the right hand side of the hallway there is a 7cm step up into a small kitchenette measuring approximately 100cm x 158cm quarry tiled. To the left-hand side is a sink/drainage unit set in worktop at 95cm height. Ventilation fan, ceiling light and double plug socket. Waste bin and hoover are provided.

Catering can be provided by prior arrangement.

Bedrooms: Available within Elm Cottage B & B facility. For further details please refer to B & B accessibility statement.

Additional Information

The Park does have mobile phone coverage.

There is Wi-fi internet access available throughout the Park. Cards can be purchased at Reception.

The nearest public telephone is 200 metres east of the main entrance accessed via a tarmac roadside footpath.

Commencing September 2011 a regular bus route '81' is operating between Winsford – Chester Mondays - Saturdays (no service bank holidays). Timetables are available from reception or can be viewed at www.dgbus.co.uk Route from Chester will drop off outside entrance to Elm Cottage. Route to Chester, bus has to be flagged down in lay-by approximately 200 yards away on opposite side of road (A54).

There is also a rural bus service travelling to and from Winsford or Northwich but this is very infrequent. Reception has more detailed information about this service.

The nearest train station, Winsford is 15 minutes by car.

Local accessible taxis service the park.

A member of staff has BSL level 1 and has attended Welcome All training in Disability Awareness.

The owners live on site and are available to assist whenever possible.

Contact Information

Address: Elm Cottage Touring Park, Chester Lane, Winsford, Cheshire. CW7 2QJ

Telephone: 01829 760544

Fax (by prior arrangement): 01829 760544

Email: booking@elmcottaged.co.uk

Website: www.elmcottaged.co.uk

Hours of operation: Reception 9 am–7pm, warden outside these times. 'Press for service' button is available when reception closed and owners/wardens carry pagers. Site is open all year.

Ordnance Survey Landranger Map Ref. SJ 601669 Sheet No. 118. GPS Co-ordinates: 53.198167 latitude. –2.598554 Longitude.

Telephone numbers for local taxi services, hospital with A&E unit at Leighton (CW1 4QJ), doctors, vets and NHS Direct are displayed in the touring park reception above emergency telephone. There is a local cottage hospital in Park Road, Tarporley CW6 0AP.

Asda, Winsford has a pharmacy. Opening hours Monday 8am-11pm, Tuesday-Friday 7am-11pm, Saturday 7am-10pm, Sunday 10am-4pm.

Local Carer's: Cheshire Carer's Centre 01606 333125. Helpline: 0800 085 0307 is open Monday-Friday 10am-4pm.

146 London Road, Northwich CW9 5HH www.carers.org/cheshire

Local Equipment Hire: Oakwood Mobility, Winsford Tel: 01606 590666

Local Accessible Taxi: GM Travel, 01606 550 707, Mobiles: 07980 933470/07854884061.

Shop Mobility: VRDS (Vale Royal Disability Services) Northwich Shopmobility, The Information Centre, 1 The Arcade, Northwich, Cheshire CW9 5AS Tel: 01606 353525.

Monday to Friday, 9.30am-4.00pm, except holidays.

VRDS Winsford Shopmobility, The Dingle Centre, High Street, Winsford, Cheshire, CW7 2AS. Tel: 01606 557550.

Monday to Friday, 9.30am-2.30pm, except holidays.

Ableworld – largest mobility equipment retailers in the North-West. 12 Queens Parade, Winsford Cross Shopping Centre, Winsford CW7 1AE. Tel: 01606 554591. Open Monday-Saturday 9-5.30pm. Wheelchairs can be hired by prior arrangement.

Future Plans

To create 4 more fully-serviced pitches with EHU, water and grey water waste on generous graveled, all weather surface hard standings (Pitches 31-34). These will be called Premier Plus pitches and include use of a picnic table, dustbin and have night-time low level lighting.

Install night-time low level lighting for Pitch 35.

To re-structure extra washing-up sink area for use within camping season.

Re-carpet rally barn area.

Although we have tried to be as accurate as possible and include as much detail as we can in this statement, we are always willing to give information on any aspect of the Touring Park if this statement does not answer your particular question.

If you have any specific requests or questions that you would like to discuss with us, please call or email. We can offer flexibility to suit your needs.

We welcome your feedback to help us continuously improve if you have any comments please phone 01829 760544 or email booking@elmcottaged.co.uk

Privacy Statement: Elm Cottage is committed to protecting your privacy. The only information we will hold will be contact details for customer stays. We do not pass this information on to third parties.