



## **DISABILITY ACCESS STATEMENT**

### **MILL RYTHE HOLIDAY VILLAGE**

**16 Havant Rd, Hayling Island, Hampshire PO11 0PB**

**Telephone: 02392 460044      Fax: 02392 460055**

**<http://www.awayresorts.co.uk/mill-rythe>**

Mill Rythe Holiday Village is situated on Hayling Island near the town of Havant. It is close to Chichester Harbour and has a sea wall walk which does not allow direct access for wheelchair users. The holiday village has chalet type accommodation, the majority of which is single storey with external access on level terrain. There are also seven two storey hotel style accommodation blocks with stairs to the upper level. It does not have accommodation specifically modified to accommodate wheelchair users, disabled or accompanied disabled people but many rooms do have walk in showers, although they are not suitable for wheelchair access. However if you contact the park's Guest Services team we can arrange assistance with initial access to your accommodation and portorage. The holiday village is assistance dog friendly; all doors on the park are manual and there are no lifts. No sign language representation is available.

The Guest Services desk, Ballroom and Restaurant are located in the main facility building at the front of the park. This is a well lit building with large windows that allow plenty of natural light and has level access through double doors so the wider motorised scooters can enter freely. Large pens, paper and magnifying glasses are available and a large print copy of our brochure can be provided on request. This building is manned day and night, except when our Security Team patrols the grounds at intervals after closure; when the building is not attended there is a contact number available, thus providing a 24 hour contact point. A Duty Manager is available 24 hours per day.

The Ballroom although tiered does have a large seating area at floor level but there are two low steps to the raised level seating areas. A hearing loop is located in the Guest Services area and a disabled toilet is located off the main foyer area. The Restaurant also has a raised area and guests requiring seating on the lower level should contact Guest Services prior to arrival to secure pre-arranged seating for the duration of their stay. The holiday village has two swimming pools, one indoor and one outdoor (which is open between May and September); both have stepped access points and handrails and the lifeguards will be able to provide help with getting into and out of the pools, if desired. The change of depth within the pools is gradual and clearly marked. The indoor pool has a viewing area with a ramped access from outside. Entry for bathers is through same level changing rooms; although this is not suitable for wheelchair users. Step in showers and toilets are located in the changing rooms.

The Guest Services Team are happy to provide information relating to the park, local attractions and transport links that will ensure you make the most of your holiday. The main transport link to the Island is generally by car, with parking available close to the main building; however it is accessible by public transport. Havant mainline station is located 3.8 miles from the park and the local bus service runs past the holiday village, with the bus stop just outside our main entrance. We have local taxi firms that can accommodate wheelchair users and these can be booked via our Guest Services Team. If you require any additional mobility aids we can arrange hire prior to your arrival. We can we also provide contact numbers for the local doctor and hospitals if required.

Mill Rythe's Guest Services Team is happy to provide any information you may require concerning the booking of your holiday via any of our points of contact shown at the top of this page.

Thank you for taking the time to read our information relating to Mill Rythe Holiday Village. We look forward to you visiting us soon.