

DISABILITY ACCESS STATEMENT

SANDY BALLS HOLIDAY VILLAGE

Sandy Balls Holiday Village, Fordingbridge, The New Forest, Hampshire, SP6 2JZ

Telephone 01425 651200 or 01442 508850

<http://www.awayresorts.co.uk/sandy-balls/>

Sandy Balls Holiday Centre strives to ensure that all visitors can enjoy the accommodation, facilities and surroundings within the park. Our aim is to help in anyway that we can and if you require any assistance during your stay or whilst planning your visit we will be delighted to offer our services.

Reception is open from 8am to 6pm; outside these hours assistance is available via our warden. Mobile phone coverage is available on most networks in most areas of the park. Some networks may have weaker signals than others so public telephones are also available.

We have four adapted accommodation suitable for wheelchair users and are located in close proximity to the main facilities. Modifications include ramp access, level access shower, low-level kitchen appliances, level access patio area and accessible double and twin rooms (ask for specific details of each unit when booking). We have the choice of pet or pet free accommodation available. Most other accommodation are accessible by steps. Each unit has a television with teletext and subtitles available.

Access to the woodland area and River Avon is not suitable for wheelchair users or those who have difficulty walking. A key is available from Reception for car access to some parts. Disabled parking bays are available in close proximity to Reception, Woodside Inn, The Village Store, Activities Centre and Leisure Centre. To ensure the safety of our guests a 10mph speed limit is operational throughout the park with pavements on busier roads.

Our Reception, Village Store, Leisure Centre, Activity Centre/Toddlers Wood and Woodside Inn all have automatic doors with level or ramped access. Accessible toilets are located within the Woodside Suite, Activity Centre and Leisure Centre. Large print menus are available in the Woodside Inn.

The Leisure Centre offers accessible changing rooms, a hoist for access in and out of the indoor swimming pool.

The Village Store within the park is open daily and offers a wide range of goods so guests need not leave the park if they prefer not to.

From Fordingbridge regular connections can be made to Ringwood, Bournemouth, Poole and Salisbury. If you prefer, a local taxi service please see the team in Reception who can provide you with contact numbers.

Our local Red Cross offers a variety of special items, including wheelchairs, and delivers them to the park. Please contact them on 01425 653273 in advance.

For any further information please contact our Reception who will be happy to assist, 01425 651225 or email on sandyballs.holidays@awayresorts.co.uk

Information on Accessible Facilities at Sandy Balls

Reception

Accessible Toilets

Double opening doors

The Village Store

Automatic door at entrance
Shop on one level

Leisure Centre

Ramp
Accessible changing room
Hoist for access in and out of indoor swimming pool

Woodside Inn

Ramp and automatic doors at entrance
Large print menus
Accessible toilet in Woodside Suite
All areas, apart from non-smoking area, on one level
No smoking area in front bar not accessible
AVX induction loop system in Woodside Suite
Smoke filters and extraction throughout Woodside

Aubreys Forest Table Kitchen

Parts of Restaurant area is not accessible