



DISABILITY ACCESS STATEMENT

WHITECLIFF BAY HOLIDAY PARK

Whitecliff Bay Holiday Park, Hillway Road, Bembridge, Isle of Wight PO35 5PL

Telephone 01983 872671

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<http://www.awayresorts.co.uk/whitecliff-bay>

Whitecliff Bay Holiday Park is situated on the east side of the island, near the village of Bembridge. It is positioned on the coastline and has direct access to a sandy beach. The pathway is quite steep and although it has handrails to aid guests it would not allow direct access for wheelchair users; however the park can provide transport to and from the beach if so desired.

The holiday park has various types of accommodation; chalets, static caravans and luxury lodges which vary in size and the number of people that they can accommodate. The positioning of the accommodation varies in its location from areas of level terrain to accommodation that has steeper access points; the Park's Guest Services Team will advise you at the time of booking. Within the accommodation provided Whitecliff Bay has one access caravan that has been specifically modified to accommodate wheelchair users, disabled or accompanied disabled people, providing ramped access, wet room and bed hoist.

The Guest Services building is located in the middle of the park; it is a well lit area with large windows that allow plenty of natural light. It also has a ramped access point and 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 normally between 9.00am till 6.00pm after which time our Security Team take over, thus providing a 24 hour contact point. Our entertainment venues are at ground level, are well lit and all areas are easily accessed throughout. Our catering facilities are also easily accessed and have large print menus on request. The park has two swimming pools; 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 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 transport links to the Isle of Wight are via a car ferry, catamaran or hovercraft; the park will arrange all of your crossings to the island at the time of booking. However the services providers will require you to contact them directly 48 hours prior to your sailing if you require any special arrangements for the crossing. Once on the island there is an extensive bus network that services the island and all buses are low floor vehicles with access ramps. We also 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 the island has various local outlets and we can arrange hire prior to your arrival. We can also provide contact numbers for the local doctor and hospitals if required.

Whitecliff Bay's 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 Whitecliff Bay. We look forward to you visiting us soon.