

Access Statement

We strive to ensure that all visitors can enjoy our facilities and surroundings. If you require any assistance during your stay or whilst planning your visit we will be delighted to help. Our current facilities and services offered are:

Pre-Arrival

We cater for touring caravans, motor homes and tents

Our information leaflet and Park plan is available in large print on request and we can post a copy of this access statement if required

We offer fax and email facilities and accept Type Talk calls

Please specify on booking if you would prefer one of our grass or all weather pitches that are near to the facilities

Arrival & Car Parking Facilities

Reception area has tarmac parking directly outside along with a new arrivals tarmac parking area

All touring pitches have space for parking directly on the pitch

All facilities are clearly signposted in red signs with white writing

Our entrance sign is illuminated at night

Main Entrance & Reception

Access to reception/shop/facilities block is from the front parking area

There is a level pavement to the entrance with a slight ramp to the reception door and one low step to the shop door

The doors are 83cm wide, and there is room within for a wheelchair to manoeuvre and turn

Low-level counters are provided in reception at a height of 107cm and the shop at a height of 78cm

There is level access throughout the reception and shop with a fully tiled floor

The family is always on hand to offer assistance if required

Public Areas

The Park facilities are found in the central area of the main field and serve both touring areas. They are kept well lit at all times

The entrance to the ladies toilets/showers has one tiled step upwards and then level access throughout. The ladies have a 75cm wide push open door and fully tiled floor. There is one small step up into the non-slip tiled showers that are on one level gently sloping down

The entrance to the gent's toilets/showers is up two tiled steps with railings to one side and the floor is fully tiled. There is one small step up into the non-slip tiled showers that are on one level gently sloping down

We have three individual unisex shower rooms, each with a floor level shower, toilet and sink. The doors are 81cm wide and are operated with a keycode pad and push open. The external approach is paved which provides level access and all rooms have non-slip tiled floors. These rooms are available 24 hours. One of these rooms is suitable for disabled use. The door is 97cm wide and is operated with a keycode pad at a height of 120cm. The floor level shower has a free-standing stool and grab handle at a height of 100cm. The toilet has a handle each side at a height of 70cm. The sink is at a height of 81cm and has a grab handle above.

There is also a single disabled toilet/shower suite with floor level shower, free standing stool, low line toilet and sink and grab handles. It is large enough to accommodate a wheelchair, the door is 83cm wide and there is a non-slip floor covering throughout. It is kept locked at all times with keys available from reception on a cash deposit system

There is one small tiled step up into the indoor dishwashing room, which is open plan. There is a non-slip floor covering throughout and six sinks at a height of 92cm

Laundry

There is tarmac parking available outside and the door is 83cm wide

Level access throughout with a non-slip floor covering

There are two front-loading washing machines with automatic detergent dosing and two front-loading tumble dryers, one at a height of 30cm

The iron and coin meter is accessible from a seated or standing position and the ironing board can be adjusted

There is one hand wash sink at a height of 88cm

Outdoor Facilities

There is a children's play area with an entrance of 225cm wide

The surface of the play area is grass with safety mats under play equipment

There is bench seating provided

There is a 240cm wide gravel path through the trees leading from the play park to a recreation area for ball games etc with bench seats

Touring Facilities

All our pitches have 16-amp electric hook-up and many have a TV point. Over half the pitches are on level all-weather bases that consist of 14mm granite chippings. The rest of the pitches are on level or gently sloping grass. We also have Premium pitches with their own water/waste point, TV point and electric hook-up

All pitches have space for parking directly alongside

Assistance is always offered with pitching

There are four water/waste points and three fire points around the Park

There is one chemical toilet disposal point, one green wheelie bin dustbin area for household waste only and a recycling point all within the main facilities area

The entire Park is covered by WiFi Broadband Internet Access

Pitches are allocated on booking and we are happy to advise you on the location and suitability of pitches for your requirements

Grounds and Gardens

The Park is spacious and well landscaped with illuminated gardens

A 2.5m wide circular tarmac road serves the Park with visibly marked speed bumps in several places

There is a Park speed limit of 5mph. In the interest of safety the use of skateboards, roller blades, scooters or micro-scooters are not allowed

The touring Park has two fields, one level and one gently sloping/ level

The dog/nature walk covers 4 acres with level/slightly sloping grass paths. These are approximately 2 metres wide and are suitable for wheelchairs and buggies. There is a level grass walk of approximately 40 metres to the dog/nature field where the entrance has a 147cm wide swing gate

There is a slight downhill slope from our main entrance and top area of the Park to the facilities building

Most of our spacious pitches have been individually hedged with shrubs or are in bays of two

Both touring fields have low-line street lighting that remains on all night

Additional Information

Our area has poor mobile phone coverage but there is a public telephone provided that can be accessed 24 hours a day with important numbers displayed

The local bus service passes on the main road at the end of our lane and will stop if waved down. It is a 500-yard walk down on level tarmac with a steep slope down the last 100 yards. There are several local taxi firms

Half the family have attended "Welcome All" training in disability awareness

Contact Information

Address: Trethem Mill Touring Park
St Just-in-Roseland
Truro Cornwall TR2 5JF

Telephone: 01872 580504

Fax: 01872 580968

Email: reception@trethem.com

Website: www.trethem.com

Hours of operation: Family live on the Park so always someone available

Emergencies: If reception is closed there is a sign displayed saying where to find a member of our family

We have tried to be as accurate as possible and include as much detail as we can, but please let us know if you require any further help or information. We encourage and welcome your feedback, so if you have any comments please get in touch by telephone or email.

Updated 30/03/2012