

## **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, Park plan, terms and conditions and access statement are available in large print on request

We offer fax and email facilities and accept Type Talk calls

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

Hearing and assistance dogs are most welcome. We have a separate dog/nature walk where they can be exercised

The Park is well signposted from the A3078 and B3289, full directions can be found on our website. We strongly recommend that you follow our directions and not those given by SatNav or TomTom

### **Arrival & Car Parking Facilities**

Reception area has tarmac parking directly outside

We have 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 with room 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 are 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

We have a well stocked, licensed shop that sells basic groceries and camping equipment. Fresh bread and newspapers are available to order. We *also* sell Calor and camping gaz

The entrance to the ladies toilets/showers has one tiled step upwards and a 75cm wide push open door. There is level access throughout with a fully tiled floor. We have 8 toilets, 4 showers and 6 sinks (2 within individual cubicles). There is one small step up into the non-slip tiled showers (sensor operated) that are on one level gently sloping down. Hair-dryers and hand-dryer are provided

The entrance to the gent's toilets/showers is up two tiled steps with railings to one side and the floor is fully tiled. We have 6 toilets, 4 showers and 6 sinks (2 within individual cubicles). There is one small step up into the non-slip tiled showers (push button operated) that are on one level gently sloping down. Hair-dryer and hand-dryer provided

We have three individual unisex shower rooms, each with a floor level shower (sensor operated), toilet, sink and wall mounted seat. Hair-dryer and hand-dryer provided. 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 with underfloor heating. One of these rooms is suitable for disabled use and is wheelchair accessible. 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

We have a dedicated motorhome service point with level access to a drinking water tap and grey water drain

Our under 4's bathroom has level access with a bath and changing station both at a height of 90cm

All our taps are push button operated apart from those in the baby's bath and laundrette sink

## **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 a hard surface entrance 225cm wide. This opens at 8am and is closed at 9.30pm or dusk

The surface of the play area is grass with safety matting under the 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 82 pitches have 16-amp electric hook-up and TV point

The 26 fully serviced pitches (with water/waste point) and 41 all-weather pitches have a gravel base topped with 14mm granite chippings

The 15 grass pitches are all on a gentle slope to ensure good drainage

All pitches have space for parking directly alongside

Wooden picnic tables are provided for your convenience

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 at a height of 60cm which is in the main touring field

We have a green wheelie bin dustbin area for household waste only and a separate recycling point all within the main facilities area

The entire Park is covered by WiFi Broadband Internet Access (charge applies)

Pitches are allocated on booking and we are happy to advise you on the location and suitability of pitches for your requirements. A choice of pitches will be offered on arrival if available

## **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

There is a Park speed limit of 5mph

In the interest of safety the use of bicycles, skateboards, roller blades, scooters or micro-scooters are not allowed to be ridden anywhere on the Park. Mobility scooters are permitted

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

The dog/nature walk covers 3 acres with level/slightly sloping paths cut through the long grass. There is a gravel path laid through the wooded area. The paths are approximately 2 metres wide and are suitable for wheelchairs and buggies, wooden seats are provided. There is a level/slightly sloping tarmac road approximately 4m wide and 40m long that leads to the entrance with a 150cm wide swing gate

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

The pitches are spacious and are either individually hedged or divided by terraced bankings

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

## **Additional Information**

Our nearest doctors are Portscatho 01872 580345 and St Mawes 01326 270241. Out of hours doctors can be reached through NHS 111

Treliske hospital (A&E) is in Truro and there is a minor injuries unit in St Austell

There is good coverage for the EE (Orange) mobile phone signal but other networks are very patchy. We have a public telephone that can be accessed 24 hours a day with important numbers displayed. It is coin operated but does not accept in-coming calls

The local bus service passes on the main road at the end of our lane and is a request stop only. It is a 500-yard walk down on level tarmac with a steep slope down the last 100 yards. The buses take dogs but are not wheelchair accessible. There are several local taxi firms. Numbers for these and bus times are displayed in our information area or on the website

The family have attended "Welcome All" training in disability awareness

## **Contact Information**

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

Telephone: 01872 580504

Fax: 01872 580968

Email: [reception@trethem.com](mailto:reception@trethem.com)

Website: [www.trethem.com](http://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 21/09/2016**