

## **Accessibility Statement**

The purpose of this statement is to describe the standards of access at:

**Riverside Caravan Centre  
Shripney Road, Bognor Regis,  
West Sussex PO22 9NE.**

The park is set in 42 acres of grassland with tree-lined roads and is accessed via the A29 dual carriageway heading north out of Bognor Regis.

The entrance to the park is well sign-posted and has security barriers that are operated by a card (available from reception) or by push button intercom that will be opened on request during office hours (9am – 5pm) and by other staff after that time.

The entrance road leads up to the car park that is situated in front of the main building. There are no specific disabled parking bays but there is plenty of space to park.

There are no pavements along the roads but there are speed bumps in many places and the speed limit is 10mph. There are limited pavements around the main complex and alongside some of the facilities.

### **Staff Training**

While members of staff are not specifically trained to deal with people with disabilities, they will be as courteous and helpful as possible – as they would be with any other customer.

### **Holiday Caravans to Let**

We have a wide choice of caravans available for holiday hire and these are booked through our booking agent 'Hoseasons Holidays Ltd'.

#### **Arundel Caravan**

These caravans are under 5 years old. They are 36' long x 12' wide and have 3 bedrooms with central heating. Access to these caravans is via 3 or 4 tread steps with handrail.

#### **Goodwood Caravan**

These caravans are under 6 years old. They are a minimum of 35' long x 10' wide and have 3 bedrooms. Access is via 3 or 4 tread steps with handrail.

#### **Woodgate Caravan**

These caravans are under 5 years old. They are a minimum of 28' long x 12' wide and have 2 bedrooms. Access is via 3 or 4 tread steps with handrail.

We have two caravans available for hire which have been adapted for wheelchair users. The caravans are accessed via a ramp and the external doors have been widened for wheelchair access.

Cars must be parked on the 'main door' side of all our holiday caravans.

Assistance dogs are welcome in specified units.

A number of our private owners let their caravans direct to members of the public. We have no information relating to access on these private lets. Please make enquiries with the owner directly as to suitability. Details of privately owned caravans to let can be found on our website.

## **Buying Caravans**

Our sales team will be happy to provide any assistance you need in purchasing your own holiday home.

## **Facilities**

### **Mobile Phone Network**

Most networks provide good reception in the area.

### **Public Phones**

There is a public phone box on the site adjacent to the Rascal's Club and it is available for use 24 hours a day. It is not accessible to wheelchair users.

There is also a public phone in the main building and it is available for use from 8.00am till 11pm every day. This phone is accessible by all.

### **Main Building**

Access to the main building and reception is through double doors. The Schooner lounge bar, club room, amusement arcade, restaurant and snooker room are all in the main building and everything is at ground level and accessible.

Toilets are in the main building and each has a suitably adapted cubicle.

Assistance may be required to negotiate the double doors at the entrance to the main building, reception area, club and arcade.

We require that all wheelchair users be accompanied by an able bodied person in the main building.

### **Rascal's Club**

Access to the Rascal's Club is via a ramp and a door threshold. The toilets in this area are not suitable for wheelchair users.

### **Launderette**

Access to the launderette is on a level ground via pavement and door threshold. People with disabilities and wheelchair users may need some assistance to use the washing and drying facilities.

### **Library**

Access to the library is on level ground via pavement and door threshold. People with disabilities and wheelchair users may need some assistance to reach the upper shelves.

### **Amusement Arcade**

Access to the arcade is at ground level via a pavement and door threshold. People with disabilities and wheelchair users may need some assistance to use the double entry doors. There is a side access ramp.

### **Tuck Shop**

Access to the tuck shop is on level ground via a pavement and door threshold.

## **Sales Office**

Access to the sales office is via a ramp and door threshold.

## **Outdoor Play Areas**

Access to the playground equipment is across grassed areas, but the play equipment may be unsuitable for people with disabilities.

## **Swimming Pools**

### **Indoor pool**

The main entrance is through an automatic door via 6 steps. There is ramp access at the side of the building, which is opened on request. The indoor pool also has a changing room and toilet suitable for people with disabilities. There is no chair hoist to aid entry into the pool itself, but staff will assist when needed.

### **Outdoor Fun Pool**

Access to the fun pool for people with a disability is via a gateway at ground level and this will be opened on request. There is ample seating around the pool side.

### **Outdoor Pool**

Entrance to the main outdoor pool is through a gateway and ramp. There is plenty of space around the pool side.

## **Customers with Learning Disabilities**

People with learning disabilities are very welcome at Riverside. If the disabilities are severe, someone who can provide an appropriate level of assistance must be in attendance at all times.

We will not make generalisations or assumptions about what people with learning disabilities can or can't do.

We will use straightforward language, allow time for a response and be understanding and positive.

## **In the Area**

### **Public Transport**

There is a local bus route into Bognor Regis town centre. The bus stop is located outside the main entrance to our park complex on the A29 on the other side of the road. Negotiating the dual carriageway may need some assistance and there are pedestrian controlled traffic lights a short walk away.

### **Shop**

There is a supermarket close by - approximately 10 minutes walk.

### **Wheelchair Hire**

The Keith Jay Care Centre, 39 Bedford Street, Bognor Regis. Tel: 01243 865089. Opening times are Mon – Sat from 9.00am to 5.00pm except Wednesdays when they close at 2.00pm. Wheelchair hire is available from £5.00 per day or £30.00 per week.