



# Tyddyn Isaf

Camping & Caravan Park - Est. 1946

## **Tyddyn Isaf Camping & Caravan Park Accessibility Statement**

### **1. Introduction**

Tyddyn Isaf Camping & Caravan Park is a family run park located on the north-east coast of Anglesey. We offer privately owned holiday homes, seasonal pitches for touring caravans, and holiday pitches for tents, touring caravans, motorhomes and campervans.

We have endeavoured to improve the accessibility of the site and facilities to meet the full range of our visitor's needs so that everyone can truly enjoy their stay with us at Tyddyn Isaf Camping & Caravan Park.

Our aim is to help in any way that we can - if you require any assistance whilst planning your visit, or during your stay, then please do ask any member of our family or staff.

### **2. Pre Arrival**

A copy of this access statement is available in large print and via post, fax or email upon request.

We have an extensive website with pictures of the park and its facilities.

Enquiries can be made online or by email, telephone or by post.

Bookings can be made by online or via telephone.

Our staff are always happy to discuss our facilities and your concerns even before a booking is made, please do not hesitate to ask.

We are happy to try and accommodate pitch requests for example, if you wish to reserve a pitch as near as possible to the toilet block.

### **3. Arrival**

We have security barriers at our main entrance.

Initial access to the park can be obtained by contacting reception using the intercom located in the entrance booth or by telephone. Access can also be obtained by using a PIN code or a manual key fob.

The entrance booth has ramped access and is accessible to a wheelchair user.

We have a roving reception and personally meet and greet each customer on arrival.

### **4. Grounds and Pitches**

The park is large and spacious; the distance from the main entrance path to the beach at the bottom of the park is 550 metres.

Tyddyn Isaf slopes from the main entrance to the path to the beach. The slope can be as steep at 10% (1 in 10) but is generally about 5% (1 in 20).

Hedgerows divide the park into small discrete areas.



The majority of our holiday pitches are on grass. We do have some all-weather pitches – these have a planed-stone surface with a pea-gravel awning space. Rock pegs are required.

We also have hardstanding pitches with grassy awning spaces.

All hardstand / all-weather pitches are serviced with electric hook-up and some have individual water taps as well.

Parking at your pitch is allowed.

Assistance in pitching is available if required.

Tarmacadam roads service all parts of the park and speed ramps are placed every 50 metres.

The speed limit on the park is 10 mph for the safety of our guests.

Assistance dogs are permitted in all areas of the park and facilities.

All dogs (except for those listed under the Dangerous Dogs Act 1991) are permitted on the park as long as they are kept on a short lead and cleared up after immediately.

The public areas are well illuminated at night.

There is a large children's play area which spans across a rolling hill side.

There are numerous water points, chemical toilet disposal points, dustbin areas, recycling points and fire points on the park. These are no more than 50 metres away from any pitch and are adjacent to roads.

## **5. Beach Footpath**

The path to the beach is 1200 mm wide, relatively flat with access through two gates. There is 800 mm clearance between the gate posts and the path is 130 metres long. The surface is compact 20 mm clean stone.

The inner gate is controlled using a manual key fob, which is issued on arrival.

## **6. Main Building (Shop, bar and restaurant)**

The main building has a large tarmacadam car park.

Access to the main building is directly from the car park using steps or using a ramped path of 1 in 20 slope. Double doors open to 1800 mm wide.

The bar, restaurant and shop are downstairs and are fully accessible by wheelchair.

There is a pool table and television upstairs.

The patio area outside the bar, and the garden beach huts (dog-friendly dining) are fully accessible by wheelchair.

An intercom to contact the staff during quiet periods and out of hours is at an accessible level at the main entrance door.

A defibrillator is located inside the main building.

The shop is stocked with basic supplies e.g. gas, milk, bread, drinks, sweets, ice creams, beach items, sanitary items etc.

## **7. Information Centre**

An unmanned tourist information centre is located in the centre of the park.



An intercom to contact staff is available in this building. It can also be used to contact emergency services by calling 9 9 9 9.

Telephone numbers for the local doctor, vets, and 24-hour emergency contacts are displayed in the information centre and on notice boards around the park.

## **8. Toilet & Washing Facilities**

The park has three toilet blocks. All of our camping and touring pitches are within 200 m of the nearest toilet and shower block.

All toilet blocks have ramped access and no steps.

All of the showers have an unlimited hot water supply.

Our main toilet and shower block is located in the lower park, and has a greater number of showers and toilets. It also has a baby bath in the ladies and is heated. This block is within 275 m of all camping and touring pitches.

The main toilet block has separate ladies, gents and shower cubicles and is clearly marked.

The upper toilet and shower block is within 275 m of all camping and touring pitches.

The upper toilet and shower block is located behind the main building and is fully accessible by wheelchair. This block offers a large family shower / wet room with grab rails and a shower seat; and baby changing facilities.

The middle block has under floor heating with one large shower room (1.8 m x 1.8 m) with a shower seat, and two 1.8 m x 1.8 m wash rooms. There are also two stainless steel dishwashing sinks. This building has full underfloor heating and automatic lighting. The middle block extension has 2 urinals and 4 additional wash rooms, one of which is fully accessible in a wheelchair.

## **9. Laundry Facilities**

The laundry room has one washing machines and one dryer. The laundry machines are top loaders and are coin operated.

An iron and an ironing board is available.

## **10. Gym**

The gym is accessible via ramped access and entry is via a sliding door using a coded key fob.

The gym has two toilets and two showers which are wheelchair accessible.

The gym has a range of free weights and a selection of LifeFitness cardio equipment.

## **11. Public Transport & Taxis**

Tyddyn Isaf is 0.5 miles from the nearest bus stop and is accessed by a country lane.

There are also several taxi services available however these must be booked in advance.

## **12. Future Work**

We are currently in the process of expanding our middle toilet block to include additional toilets, an accessible toilet and accessible dishwashing facilities.

Guest feedback and suggestions are always warmly received.



### **13. Customer Service**

We can't promise that Tyddyn Isaf Camping and Caravan Park will suit everybody, but we are pleased to discuss your individual needs with you.

Please Contact Us and we will be pleased to talk to you personally on the phone or you can email us with your queries.

If you feel you need help at any time during your visit, please mention this to any of our staff who will be delighted to offer assistance.

We have tried to be as accurate and as thorough as possible when describing our park and facilities in this access statement; however, if it does not answer your particular question or if you require any further information regarding our site and facilities please do not hesitate to contact us.

For specific requirements on accessibility please email [mail@tyddynisaf.co.uk](mailto:mail@tyddynisaf.co.uk) or call 01248 410203.