

Access Statement for Cofton Country Holidays

Introduction

Cofton is a large Holiday Park situated in a peaceful valley of the Devon Countryside. We offer a variety of self catering accommodation options which would suit a variety of needs. We aim to help and assist in any way we can during your stay. Our current facilities and services offered are:

Pre-Arrival

- We offer Holiday Homes (to hire and privately owned), Cottages, Apartments, Touring and Camping Pitches.
- A detailed map of the park can be provided in advance of your stay upon request.
- We offer fax, email and telephone contact and our staff always accept Type Talk calls.
- Our nearest town is Dawlish which is 2.5 miles away.
- The nearest bus stop is Cockwood Harbour (0.75 miles), the nearest train station is Starcross (1.5 miles) or Dawlish (2.5 miles) and the nearest airport is Exeter (15 miles).

Arrival & Car Parking Facilities

- Roadside parking is available outside Reception and there is a small car park opposite suitable for up to 4 cars. The Shop, Bar and Swimming Pool are located in the main complex by the Reception.
- If touring or camping then you will be able to park your car on your pitch. For cottages and apartments there is ample

parking outside your unit. For Holiday Homes there is either a car park or roadside parking. If you display a Disabled Pass in your vehicle then you may park on the grass alongside your Holiday Home.

Main Entrance & Reception

- There is a pavement outside Reception, there is a ramp located at the far end of the building.
- There are two steps into the front door of Reception, the entrance is 720mm wide and the door pushes to open.
- There is a rear door to Reception with one step and this door is 770mm wide and pushes to open.
- The front desk is 1 metre 40mm high.
- If necessary we will be happy to make an alternative arrangement for booking you in.

Public Areas - General

- A detailed park map is available from Reception.
- Tarmac roads service all the main roads of the park.
- The park is split into two halves via a public road, this is only a B type road and generally quiet other than park traffic. There are up to 9 Touring / Camping fields in use during peak season. At this time all holidaymakers are shown onto a pitch by our staff to ensure spacing is adhered etc.

Public Areas – WC

- There are 8 toilet blocks situated across the park, 4 of these offer Disabled facilities and access is via a Radar Key. If you

do not possess a key then this can be borrowed from Reception with a cash deposit.

- We also offer one of these as a family bathroom and they have a bath as well as a shower.

Bar, Restaurant & Take Away

- There is a downstairs and upstairs bar. The bar is located in the main complex behind Reception. Parking is available along the road outside and opposite in a small parking area.
- Access to the bar patio area is either by a sloping path approx 50 meters long. Or 3 steps, a flat stretch and then another 4 steps.
- The main bar door is 780mm wide with a pavement step and another step into the main building.
- The side bar door is a double door and can be opened up to 1580mm wide. Again there is a path outside with a ledge and another step into the building.
- The bar is on a level inside and has a selection of different tables and chairs, these can be moved upon request. Seating is also available outside on the patio, this is mainly flat but does have 4 steps down to another seating area with benches.
- The top family lounge bar is up a flight of 12 steps from the downstairs patio. These take you up to the balcony, this is 7.5 meters long and 2.6 meters wide with a small seating area. There is another small ledge to get inside. The door is 800mm wide. Once inside it's flat and plenty of seating is available.
- Light entertainment is offered up to four nights a week during peak season. If the weather is fine then this is located on the patio of the bar area.
- The WC facilities in the Bar area are located outside the main doors, approx 7 meters away. There is a step into the door

and inside there are toilets, (430mm high), hand wash basins (780mm high) and baby changing facilities.

- The takeaway is located on the other side of the park to the main complex.
- Roadside parking is available outside and there is a small grassed area opposite also available for up to 3 cars.
- There is a slight slope up from the road and a step into the main door. The door is 770mm wide. Inside there is room to manoeuvre and exit is by a second door with the same dimensions as the entrance.
- The counter is 1040mm high.

Laundry

- There are two laundrettes, one either side of the park.
- Roadside parking is available outside both.
- Laundrette one is the larger of the two and is located next to the take away. There is a small step into the building and the door is 780mm wide. There are 10 front loading washing machines (approx 150mm high). There are 6 dryers, 1600mm high. The 3 ironing boards are only suitable for use from a standing position and are 830mm high. Hand wash sinks are 890mm high.
- Laundrette two is located at the top of the park behind the Holiday Homes (same side as the main complex). There is a small step into the building and the door is 780mm wide. There are 4 front loading washing machines 150mm high). There are 3 dryers, 1600mm high. The 3 ironing boards are only suitable for use from a standing position and are 830mm high. Hand wash sinks are 890mm high.

Shop

- The shop is located behind the reception and if necessary there is an area of path to the rear of Reception with a ramp.
- There is ramp access through both the entrance and exit doors.
- The doors are 840mm wide and require pushing for entering and pulling for exiting.
- The shop is on one level.
- There are three counters, all are at a height of 880mm.
- The shop is set out in aisles and there is room to manoeuvre around, though it may be more difficult during busy periods.
- Staff will be happy to offer assistance if required.

Leisure Facilities

- The swimming pool is located in the main complex area.
- There is a sloping path up to the pool area
- WC / Changing facilities are the same as the WCs used for the bar. Once in the pool area they are located on the same level with one step into the building.
- There are four access points into the main pool, two stepladders in the deep end and two sets of steps down into the shallow end. There are 5 steps into the shallow end but with no grab, although you can use the pool side to assist.

Outdoor Facilities

Play Areas

- There are three children's play areas (one of which is woodland adventure park).

- The two children's parks are located on a flat area and are fenced off. The gate entry is 1000mm wide. The surface is scattered bark.
- The woodland adventure park is located in a flat area though there is a slope to get to it. It is not fenced off and the surface is again scattered bark.

Fishing Lakes

- There are five fishing lakes on the park (one specifically for adults only).
- 4 parking spaces are available outside the gates to the lakes.
- Entrance is through double gates (1860mm wide) and over a footbridge (1950mm wide and 5000mm long). Access around the lake is good with interconnecting paths all the way round.
- The pathway is mainly gravel
- Fishing pegs are clearly marked and don't tend to infringe onto the pathway.
- Children under 14 must be accompanied by an adult and a Rod License is required by all those using the facility.

Holiday Homes

- There are 66 Holiday Homes on the park, all vary in size and access. It would therefore be best to discuss specific needs with a Receptionist when booking. Each comprise of between 1 and 3 bedrooms, sleeping a maximum of 8 guests, shower/bath room, lounge and kitchen. Parking is either in the main car park or roadside parking. If you display a Disabled Pass in your vehicle then you may park alongside the Unit
- One Unit is adapted for wheelchair users with an access ramp, wide doors and bathroom with shower cubicle and handrails.
- All units are non-smoking and no pets are allowed.

- Please refer to our website for more detailed information about each Unit type.

Cottages & Apartments

Cofton Cottages are located on the main holiday park just across from Reception. The other cottages and apartments are located within Easton Estate which backs onto the park and is approximately 1.5 miles car journey. All have different features therefore if you are after a specific feature such as bath, ground level etc then please contact us and we will be able to recommend what best suits your needs.

Touring & Camping

We have around 450 pitches for either tents, caravans or motor homes. There are 16 hard standing pitches and 14 super pitches. All other pitches are grass, the majority being level but some may have a slight gradient.

- We have nine fields for touring and camping and there are seven toilet and / or shower blocks that service these areas.
- Parking on the grass beside your caravan or tent is allowed.
- Assistance is available if necessary to help you on arrival.
- There are numerous, washing up points, water points, chemical toilet disposal points, dustbin and recycling areas and fire points on the park.
- Pitches are allocated upon arrival and in peak season you should expect to be shown onto your pitch by our staff.

Grounds and Gardens

- The park is spacious and well laid out with over 30 acres to explore
- Tarmac roads service most of the park
- The park is laid out into a number of fields with hedgerows dividing up the area.

Additional Information

- There are three public telephones on the park.
- A local bus service runs from the nearby harbour of Cockwood, this is a 0.75 mile walk / 10 minutes.
- We endeavour to make sure our reception staff understand our commitment to good customer service and try to ensure they attend the Welcome All and Welcome Host training courses.
- Some mobile networks experience poor coverage on some parts of the park but public telephones are provided.
- Wi-Fi internet access is available across most of the park.

Contact Information

- Address: Cofton Country Holidays, Starcross, Nr Dawlish, Devon, EX6 8RP
- Telephone: 01626 890111
- Fax: 01626 891572
- Email: info@coftonholidays.co.uk
- Website: www.coftonholidays.co.uk
- Hours of Operation: 9am – 5pm (8pm in peak season)
- Emergency Number: There will be emergency contact details on the Reception door.

- Local Equipment Hire Companies: Helping Hands 01626 888085
- Local Public Transport Numbers: Bus 08706 082608, Train 08457 484950.
- Local Accessible Taxi Numbers: Dawlish Taxis 01626 888111, Pancars 07714 558043.

Future Plans

- Improve the provision of play equipment for younger children. We hope to provide baby swings and equipment more suitable for toddlers.
- Disabled toilet in bar area and improve toilet facilities to maximise space.

We have tried to be as accurate as possible and include as much details as we can in this statement, we are always willing to give information on any aspect of the park. If this statement does not answer your particular question please let us know and we will endeavour to answer your question and amend this statement for future use.

We welcome your feedback to help us continuously improve, you can contact us in writing, by email or by telephone using the details above.