

# Folly Farm Holiday Park

## ACCESS STATEMENT



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SA68 0XA



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## INTRODUCTION

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Welcome to our holiday park, set in 100 acres of beautiful Pembrokeshire countryside. Much like Folly Farm itself, it offers something for everyone!

We understand everyone likes different things. So, at our Holiday Park you can choose from a range of accommodation to suit all budgets. Imagine staying in one of our Showman's Wagons, Luxury Lodges or Safari Glamping Tents, as well as being able to bring your own accommodation to our touring site and camping fields. Combine this with the award winning attraction next door, complete with zoo, farm, fairground and a whole host of adventure play on your doorstep!

Our mission is to continuously exceed our guest's expectations. We aim to provide our visitors with an exceptional experience from the moment they drive through our gates. This access statement has been produced with the intention to help you get the most from your stay at our Holiday Park.

Our Holiday Park has been designed to be as inclusive as possible to all of our visitors and as such, we have tried to consider and cater for everyone's needs. However, you may find that despite our best efforts, some aspects of our site may not be suitable for persons with certain disabilities or health limitations.

Please use this document as a reference point and we kindly ask that if there is anything you are unsure about when considering booking a stay with us, to please get in touch with our team.

If you require any further information or would like a **LARGE PRINT** version, please do not hesitate to contact us on **01834 812731** or email us at **[info@folly-farm.co.uk](mailto:info@folly-farm.co.uk)**

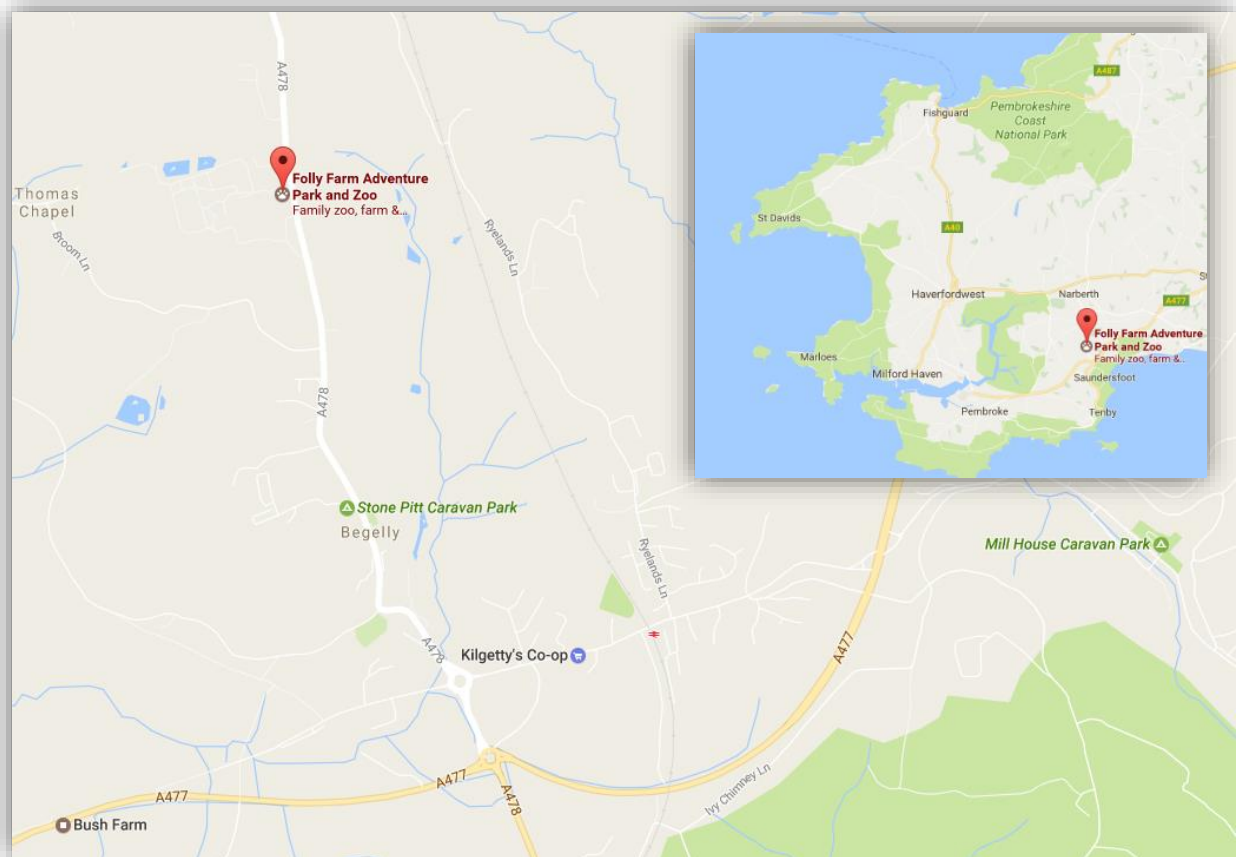
## HOW TO FIND US

Folly Farm's Holiday Park is located on the A478 Tenby to Narberth Road (**SAT NAV: SA68 0XA**).

Our address is:

**Folly Farm,  
Begelly,  
Kilgetty,  
Pembrokeshire,  
SA68 0XA**

The Holiday Park is easily accessible through our main attraction car park. On arrival, drive through the Folly Farm car park and follow the road around to the entrance of the Holiday Park. If the security cabin is unmanned, the barriers will open automatically. Follow the signs up the hill, keeping to the right and you will see our arrivals car park next to our arrivals building and shop, where a member of our team will guide you to your pitch or accommodation.





## INFORMATION

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### PARKING

Our touring pitches are big enough for both a large touring caravan and vehicle (12m x 10m) to park side by side. For our Showman's Wagons and Lodges, you can comfortably park up to two cars on the hardstand by the unit. Our Twiga Tents are serviced by a tarmac parking area with bays for one car per tent, plus a couple of extra spaces. At our campsite, parking is designated adjacent to the camping fields on a hard stand surface. There are no vehicle restrictions or curfews at any point during your stay.

### LIGHTING

There is sufficient lighting around all of our facilities and pitches around our Holiday Park. All exterior lighting is controlled via a dusk-to-dawn sensor. All interior lighting is controlled via PIR sensors. There is no lighting on our standard campsite or Hilltop Play area but our Sloth Hangout electric campsite does have power points for each pitch. All lighting is checked on a regular basis to ensure everything is working.

### WHEEL CHAIR & MOBILITY SCOOTER HIRE

We have a limited number of wheelchairs and mobility scooters available. We advise you contact us in advance of your visit to reserve one as there may not be any available on the day. Use of the mobility scooters comes with a charge of **£20** and a **£30** refundable cash deposit. The wheelchairs only require a **£10** refundable cash deposit. All wheelchairs and mobility scooters are regularly inspected and are issued to visitors in a safe condition with a demonstration of the controls and brakes given to the user upon issue. We ask that anyone making use of this service will use the equipment for their intended purpose and return them in the condition they received them.

### DOGS

Dogs are welcome to accompany you on your stay at our Holiday Park if you are in a tourer, but only assistance dogs are welcome onto our main Folly Farm attraction. No dogs are currently permitted to stay in our Showman's Wagons, Lodges or Twiga Tents. When on the Holiday Park, all dogs **MUST** be kept on a lead or harnessed at all times, unless in the designated dog exercise area and any dog fouling must be cleaned up immediately. Please be aware that we do not tolerate any pets being left in cars and will contact the RSPCA or police if we have any welfare concerns.

### FIRST AID

We always have a number of first aid trained staff on duty and can treat most minor injuries at the scene of an accident. We have a portable defibrillator located on the facilities building and another at our main Folly Farm attraction near the side-stall games in the fairground. Please speak to any member of staff if you require assistance. Please note we are not authorised to administer medication, nor do we store drugs anywhere on site.

### PARK VEHICLES

We may have park vehicles operating on site during the day, such as electric buggies or ride-on lawn mowers. Only trained members of staff can drive our park vehicles and will adhere to our strict 5mph policy. Our vehicles will always give way to pedestrians.



## EMERGENCIES

In the case of an emergency situation, we ask you follow the instructions given to you by our staff at all times. Our shower block is fitted with an automated fire alarm system with sounders and flashing red lights. On the Holiday Park, we have a manual fire bell on the side of the shower block, elsan point and at the campsite. All accommodation types are fitted with smoke and CO alarms as well as fire blankets and extinguishers. Any emergency should be reported to staff immediately.



## FACILITIES

### SHOWER & TOILET BLOCK



Our shower and toilet block building is located at the centre of the Holiday Park and will be clearly visible on arrival. Access to the building is via a concrete ramp with a very slight gradient. Lighting is installed around the exterior of the building and is controlled automatically via a dusk-to-dawn sensor. To the side of the building is the wash-up station and at the rear is an elsan point.



Male and female facilities are completely separate from each other. Shower facilities are adjacent to the toilet area. As per the nature of this facility, the floors may be wet at times from shower users. Lighting is controlled via a PIR movement sensor.



There are separate male and female shower facilities. Each shower block comes fitted with a wall mounted hair drier, sinks and mirrors. As per the nature of this facility, the floors may be wet at times from shower users. Lighting is controlled via a PIR movement sensor.



Each shower cubicle has a lockable door and sufficient space to keep your items dry and separate from the showering area. Each shower is controlled via a thermostatic mixing valve which ensure water will not exceed 40°C.

## ACCESSIBLE WET ROOM & TOILET



The accessible wet room and toilet is a separate room located at the front of the shower and toilet block. This room is spacious and is intended for persons with additional needs or families. A wall mounted hair drier and foldable baby-changing station is also included. As per the nature of this facility, the floor may be wet at times from shower users. Lighting is controlled via a PIR movement sensor.

## ELSAN POINTS



This elsan point is located at the lower tier of the Holiday Park. It provides easy accessibility and has a concrete flooring which reduces slip hazards. Lighting is installed on the exterior of the building and is controlled automatically via a dusk-to-dawn sensor. Please do not flush sanitary products, wet wipes, blue roll or gloves into the system.



This elsan point is located at the rear of the shower block and toilet building. It is accessible from the front of the building via a concrete path. Lighting is installed on the exterior of the building and is controlled automatically via a dusk-to-dawn sensor. Please do not flush sanitary products, wet wipes, blue roll or gloves into the system.

## LAUNDRY ROOM



The laundry room is a separate room located at the front of the shower and toilet block. This room is only suitable for one person at a time. Lighting is controlled via a PIR movement sensor.



## WASH-UP STATION



The wash-up station is located at the side of the shower and toilet block and provides a facility to wash up items of cutlery or crockery. You will need to provide your own washing up products. Lighting is installed on the exterior of the building and is controlled automatically via a dusk-to-dawn sensor.

## REFUGE & RECYCLING STATION



The refuge & recycling station is located just beyond the arrivals cabin. There are several large general waste wheelie bins, recycling bins and a standard size glass wheelie bin. Lighting is installed in and around the enclosure and is controlled automatically via a dusk-to-dawn sensor. Staff will ensure bins are rotated to ensure you have enough space for your waste so please do not move the bins yourself. There are no catches on the bin lids either so please take care when lifting them up during windy conditions.

## ACCOMMODATION

### SHOWMAN'S WAGONS



You can park your vehicle right next to the Showman's Wagon on the same pitch. The building can only be accessed via the staircase shown and so will likely not be suitable for those with severe mobility impairment. Each Wagon is fully self-contained with its own heating, electric and water supply.



Each Wagon is fitted with a small kitchen with standard height worktops. All kitchen utensils and equipment are easy to reach, although the microwave (not pictured) is installed in a raised alcove opposite the sink.



The bathroom is compact with a narrow shower cubicle. There are no grab rails installed. The shower tray is raised from the ground so care must be taken when entering and exiting the cubicle.



In addition to the master bedroom, there are two children's bunk beds to the rear of the Wagon. They are narrow with a fitted ladder providing access to the top bunk. A raised side protects the top bunk occupant from rolling out.

## LODGES (FAIRGROUND, KIFARU AND SIMBA)



Each Lodge comes with gravel parking adjacent to it and the lodge itself, as well as the private decking area, can be accessed via 3 steps. Two sets of French doors also open out onto the decking area from the main living and kitchen area. These lodges are fully self-contained with their own heating, electric and water supply.



This lodge is fitted with a fully equipped kitchen including integrated appliances including induction hob, electric oven and microwave, dishwasher, fridge/freezer and dual washer/dryer. Although there is extra space around the breakfast bar to aid accessibility, the counters and appliances are at standard heights and therefore may not be suited to all accessibility needs.



This lodge has both a standard family bathroom with a shower over the bath as well as the master bedroom having a large en-suite shower/wet room with handrails fitted as well as a shower stool.



The master bedroom has additional space as well as a wide hallway in order to gain access to it. It is fitted with a standard king-sized bed only. As well as the master bedroom this lodge also has a standard twin bedroom.



The lodge also has outdoor decking with a sunken hot tub and a frosted glass balcony. There is no hoist facility to access the hot tub and extreme care should be taken when accessing the hot tub as the surrounding area may become slippery from excess water. Hot tubs are suitable for guests over the age of 8 and children must be supervised at all times. Instructions for safe use of the hot tub are present both in the lodge welcome guide as well as a sign on the decking area.



## TWIGA TENTS



Each Twiga Tent is accessible via a short gravel path from a central tarmac car park area. A small flight of stairs takes you to the decked area which is protected by a lockable stairgate. The interior of the tent is accessed through a zipped flap which can be secured by supplied padlocks. These tents are fully self-contained with their own heating, electric and water supply.



Each Twiga Tent is fitted with a fully equipped kitchen including integrated appliances including induction hob, electric Microwave oven/grill and fridge/freezer. Dishwashers are not provided. Washing machines and dryers are also not provided. The counters and appliances are at standard heights and therefore may not be suited to all accessibility needs.



The Twiga Tents has a single shower room, complete with a toilet and wash basin.



The master bedroom is cosy with the king sized bed in the corner of the room. As well as the master bedroom the tents each have one bedroom with bunk beds (with a ladder to the top bunk) and one bedroom with two single beds.



The Twiga Tents each have an outdoor veranda with balcony.

## ACCESSIBLE LODGE – FAIRGROUND LODGE #1



You can park your vehicle right next to Fairground Lodge 1 which also has a tarmacked parking space. This lodge can be accessed either via steps or a ramp. The thresholds on the main door as well as the patio doors have also been lowered to aid any wheelchair users or those with reduced mobility. The lodge is fully self-contained with its own heating, electric and water supply.



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## TOURING PITCHES



All touring pitches are 12m by 10m, allowing enough space for a large caravan and vehicle to both fit comfortably on the pitch. The layout of the pitches have been designed to make it as easy as possible to reverse the caravan into position. Each pitch has a gravel hard stand and at least a 2m length of grass either side which must not be used by caravans, awnings or vehicles as this acts as a firebreak between pitches.



Each pitch has a service bollard which provides a 16amp electric hook up, television aerial point, drinking water and waste water disposal.

## CAMPSITE



Camp pitches are 8m by 8m. There is a nearby blue service bollard which provides access to drinking water and waste water disposal.



Vehicles can be parked on the grass in front of the camping pitch or on the gravel hardstand adjacent to the campsite.



## HILLTOP PARK

### PLAY AREA



The Hilltop Park provides children the opportunity for adventure through the form of play. Due to the nature of the play equipment, there will be limitations on what some children can do depending on their abilities. The age restriction for the main structure is 5 – 12 years. This play area is unstaffed and we ask all children are supervised at all times.



The swing has an age restriction of 5 – 12 years. Users must sit and not stand on the swing and no more than two persons can use it at a time.



The seesaw has an age restriction of 2 – 12 years.



The spring toys have an age restriction of 2 – 5 years.

## GROUNDS

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### PATHWAYS & PEDESTRIAN ROUTES



The majority of the Holiday Park is accessible via tarmac or concrete pathways. Each tier of the site is fairly level, although the road up to the Hilltop Park has a slight gradient. We have also installed a cut through linking the two tiers (as shown in the picture). This is the only pathway that is surfaced with chippings and is the steepest gradient on the Holiday Park.

### DOG EXERCISE AREA



The dog exercise area is essentially a sloped field that allows dogs to stretch their legs. This is the only place on the park where dogs can be taken off their lead.

### MEADOW WALK & PLAY FIELD



The meadow walk is situated behind our Twiga Tents and offers a moment of quiet reflection as you walk around a mowed grassy path taking in the sights around you. The meadow is situated on a graded slope which may be challenging for those with limited mobility. The play field sits alongside the meadow walk and has a set of goal posts for ball games.