



JASMINE PARK – ACCESS STATEMENT

Introduction

We strive to ensure that all visitors can enjoy the accommodation, facilities and surroundings within the park. Our aim is to ensure you enjoy your stay with us. We will be delighted to assist you in any way during your stay or whilst planning your visit.

Our current facilities and services offered are:

Pre-Arrival

- Jasmine Park caters for tents, touring caravans and has static caravans for hire and sale.
- We are able to accept online bookings, telephone bookings, fax, emails, and staff always accept Type Talk calls.
- Snainton is located mid way between Scarborough and Pickering, 8 miles from the two towns. The bus route 128 runs between the two. The park entrance is 0.8miles from the village bus stop.

Reception & Car Parking Facilities

- Reception area has a single, tarmac drop off parking space to the front.
- There are 3 steps access from the level tarmac car park in to reception. The doorway is 750mm wide, or 1500mm when both doors opened (on request).

Jasmine Park, Cross Lane, Snainton,
Scarborough, North Yorkshire YO13 9BE

Telephone - (+44) 01723 859240
Email - enquiries@jasminepark.co.uk
Web - www.jasminepark.co.uk



- There is a rounded threshold/lip into the building.
- Services provided by reception will be taken outside if necessary. Pen and pad are available on the counter if requested.
- The area is lit with bright fluorescent lamps.
- An escorted tour of the park is offered. People who find it better to stay in their own vehicle can be guided around the park.
- Office opening times and the whereabouts of staff on the park can be found on the reception door. Mobile numbers are also displayed.

Public Areas - General (Internal)

- The whole of the park is set on level ground with tarmac roads throughout. Speed is limited to 10mph on the access routes and 5mph around the main park.
- One public phone box is available next to the toilet block building.
- Street lights are used around the park.
- All our signage is clear, with all fire signs and assembly point signs to regulation specification.

Public Areas - WC

- The park has one amenities block that is situated in the centre of the park. This incorporates gents toilets/showers, ladies toilets/showers, disabled/family bathroom, laundry and pot wash.

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- A disabled/family bathroom key is given on arrival for the duration of stay on request.
- The disabled/family bathroom has direct access from the path through a 780mm door. The room is 3070mmx2440mm, and contains the following facilities:
 - Bath 1680mmx690mm.
 - Shower with gate and small 3cm ramp. Shower tray is 1720mmx750mm.
 - Sink with handles. Height can vary from 620mm – 900mm from floor.
 - Toilet with 2 handles.
 - Baby changing unit.
- All amenities in the block have level access.
- The laundry and pot wash area is small and not suitable for wheelchair access. Assistance can be offered on request.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- Not Applicable

Laundry

- The laundry and pot wash area is small and not suitable for wheelchair access. Assistance can be offered on request.
- The laundry contains a front loading washer and a front loading tumble drier.

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- An ironing board and hand washing sink is provided, irons are available to hire from Reception.

Shop

- The shop is in the same building and shares the same entrance and parking as the reception.

- Access is directly from the car park.

- Staff will offer assistance if required.

Outdoor Facilities

- There is an area set aside for children to play, with two football goals.

- Seating (benches) are provided around the area.

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- Not Applicable

Caravans, Holiday Homes & Twin Units

- Static Caravans have 2-3 aluminium open steps each with one hand rail.

- Each comprise of 2 bedrooms sleeping a maximum of 6 guests, shower/bathroom, lounge and kitchen. All have their own parking spaces and small area of grounds to the door side of the caravan.

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- All caravans are non smoking from 1st March 2008.
- Dogs are not allowed in the hire caravans.

Touring Facilities (Holiday Parks)

- We have many pitches for tents and touring caravans, assistance can be offered. All tent pitches are level grass.
- Water points and rubbish disposal points are in central locations around the park.
- Our toilet block is located in a central position with about a 200m walk from the furthest point away on the park to the facility. Please specify on booking if you would like a pitch within 10m to 15m of this facility.
- Parking on the grass beside your tent or caravan is allowed.
- Assistance in pitching on arrival is offered.

Contact Information

- Address: Jasmine Park,
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- Telephone: 01723 859240
- Fax: 01723 859240
- Email: enquiries@jasminepark.co.uk
- Website: www.jasminepark.co.uk
- Hours of operation: Reception 8.30am - 5.30pm (After hours - Answer machine)

Helpful Telephone Numbers

- Emergency number: In case of emergency ring 999. Mobile: 07780593952
- Local carers: Snainton Surgery, Station Road, Snainton 01723 859302
- Local equipment hire companies:
Pickering Tourist Information Centre (3 wheelchairs) 01751 473791
British Red Cross Loan Service - 01653 696188
- Local public transport numbers: Various numbers available from reception.
- Local accessible taxi numbers: Various numbers available from reception.

We welcome your feedback to help us continuously improve our service, if you have any comments please phone 01723 859240 or email enquiries@jasminepark.co.uk.

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