

Access statement for Castaways Holiday Park

Introduction

Welcome to Castaways Holiday Park. We are a family run and owned park located in the coastal village of Bacton. The Park consist of 35 Static caravans including 9 privately owned and 26 Hire fleet, 3 hire fleet Pine lodges and 7 Holiday apartments. 36 steps from the top of our cliff to give access onto a sandy beach.

Castaways Holiday Park aims to ensure that all visitors to the park can enjoy their stay in the accommodation and facilities on site. If you require any help or assistance, planning your visit or during your stay, we will be happy to assist you. Our present accommodation and facilities offered are as follows:

Pre-Arrival

Castaways Holiday Park caters for static caravans, Pine lodges and Holiday Apartments. We have an easy to use website with access to online bookings and availability. Our website also has pictures of all accommodations and facilities. Our brochure is available including our booking and price list. A copy of this access statement is available upon request. We are easily contactable via telephone including answer machine service, email and through our website.

Arrival & Car Parking Facilities

Upon entering the park there is a road speed bump in the driveway, passing the white house you will approach our reception/Bosuns locker mini market building with 2 car parking spaces to the front of this building. The reception and Bosuns Locker mini market are within the same building. Before entering this building you will approach a double door access with a low fresh hold and 2 separate doors, 1 for the reception and 1 for the Bosun's locker. To raise attention of arrival to the staff, please ring our buzzer on the top of the reception desk. Hard of hearing equipment is available for hire from reception. Our reception has a variety of tourist information literature and our helpful staff will be on hand to advise on places to go. Our reception also has a variety of walking/bicycle routes within this area. WIFI cards and Top Up phone cards are also available to purchase from our reception/shop.

The Bosuns Locker Mini Market

The shop is located in the same building as the reception and shares the same outside entrance. There is a level pavement upon arrival to the entrance; there is a slight raised door frame upon entry through the double doors. Enter through the double doors and a separate door for the shop. The shop is all on one level and there is a low shop counter. Our staff are very happy to help or assist you.

Customer Laundry Room

The customer laundry room is located to the rear of the main house, next door to Apartment 4. There is one step leading into this room, the room is level. There is one top loading washing machine and one front loading tumble dryer. (Height approx 115cm high) Iron and payment facilities are accessible from standing or seating position. Iron board is adjustable.

The Park

The park although small is inviting and spacious. Within 200 metres down a 1-5 gradual slope from the main entrance is the steps to the beach at the bottom of the park. The park roads are made from tarmac or grass with parking spaces next door to most of our accommodation. Please note: parking is only allowed on the grass in dry weather conditions or alternatively parking is easily located in our car park to the side of our clubhouse. Access to the beach is easily located between caravan 7 & 8 by the lighthouse flowerbed with 36 steep steps down to the beach. There is a gate access into a dog walking field next door which can be obtained via the sea front caravans to the left of the park. The dog walking field is welcomed for you to use, walking the perimeter of the field. This field also has access to the beach via a slope cliff side. Dog waste bins are available on this field. Fences divide the park perimeter along the sides and cliff frontage. There is a bicycle rack opposite reception to park your bikes and a boot brushes and a hose pipe for walkers. We have a summer house next door to the customer laundry room for drying of outdoor clothes.

Outdoor Facilities

There is a children's play area located towards the entrance to the park opposite the pine lodges. Access is obtainable through two double swing back gates. The play area surfaces are grassed area with safety mats covering the tower structure and slides. A bench is provided in the children's play area.

The Jolly Roger Bar & Amusement Arcade & Food/Takeaway

The Jolly Roger Bar is located down the slope to the seafront and left of the car park. Entry to the bar is level with exception of access from the car park which has two steps up to the outer perimeter of the bar. Access inside is level throughout and seating arrangements are flexible. The patio area outside the bar is level and has a shelter with an arrangement of outdoor picnic benches. Large print menus are available on request. Some of our entertainment may have loud music or strobe lighting, please ask a member of staff regarding our entertainment programme. Entry to the amusement arcade is obtained to the rear of the Jolly Roger Bar by access directly through the bar or down three steps and through an outside door to the rear of the building. The arcade is on a level surface with easy access for disabled persons. Some machines are easily accessible from a seating position.

Grounds and Gardens

The main entrance is clearly sign posted with flat surface except for two speed bumps on route down to the main car parking area. On route after the second speed bump there is a 1-4 slope down to the main car park. The sites borders are fenced including the cliff frontage for extra safety. The main roads to the site are tarmac except for the road between sea front caravans and second row from sea front and road way before the Jolly Roger bar are gravelled. There is a grass road leading to caravans 21-30, this road is not used during wet weather and parking to these accommodations should be in the designated parking areas.

Static Caravans

Static caravans in our fleet are as follows; 6 (Disabled access), 7, 8 (NP), 9, 10, 11, 12, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27, 29, 30, 31 (NP), 32 (NP), 34 (NP).

All Static caravans have easy access with parking by the side except for caravans 15, 26 & 27 which have parking at the front. In wet weather we request that all cars parked on the grassed areas are to park in the car park behind the sea front caravans or in the car park at the front of the house.

Upon approaching your static caravan there is two steps into the caravans except for caravan 27 that has one step and caravan 6 that has the disabled access slope.

Apartments

Apartments in our fleet are as follows; Apartment 1 (two bedrooms), 3, 4, 6 (disabled access), 7

There is parking spaces nearby for these apartments, except for apartment 6 which has its own parking space at the front.

Apartments 1 & 3 – Parking for these apartments are at the front of these buildings. Upon approaching these apartments there are steep steps up to the front door.

Apartment 4 – Easy parking spaces to the side of this apartment. This ground floor apartment has one step up to the front door.

Apartment 6&7 – Easy parking for each apartment at the front door. Apartment 6 has easy access inside for disabled use. Apartment 6&7 both have walk in shower rooms.

Pine Lodges

Lodges in our fleet are as followed; Tern Lodge (NP), Puffin Lodge (disabled access), Seagull Lodge.

Each pine lodge has parking to the side and three steps to access the lodge, except for puffin lodge that also has a slope leading to the front door.

Puffin lodge has a walk in shower room and easy access inside for disabled use.

Pets Welcome

Pets are very welcome here at castaways, but for the enjoyment of all our holiday makers we request that all dogs are to be on leads at all times and should be exercised in the designated dog walking area. Pets are also allowed on the beach in front of Castaways and up as far as Mundesley, they are also allowed in the Jolly Roger bar, and we respectfully ask that holiday makers do not leave their pets unattended within the accommodation.

Additional information

There is a local bus service in the village of Bacton for time tables please contact reception, also at reception you can obtain telephone numbers for local taxis services.

For our hard of hearing customers we now have hearing devices available for hire.

Mobile phone coverage in this area can be poor on certain networks.

Public pay phones are available n our reception and Jolly Roger Bar.

Contact Information

Our address is; Castaways Holiday Park, Paston Road, Bacton, NR12 0JB

Telephone-01692 650436

Email – info@castawaysholidaypark.net

Website – www.castawaysholidaypark.net

Reception/Bosun's Locker Opening Times: 08.30 – 17.00 Monday to Saturday and Sundays 9am-11am and in season we are open till 4.30pm. Please note our booking hotline is open at the same time.

Jolly Roger Bar opening times: 7pm- 11.30pm. Please enquire for winter opening times

Emergency number- 07799067872

Disabled facilities i.e. wheelchairs- Mobility centre - 01263 513631

Bus companies Saunders- 01263 712800

Train- National Rail- 08457 48 49 50

Taxis- NJE: 01692 404796

Platinum cars- 01263 722911

Victory Cabs – 07796132800

Future Plans

New for season 2009 is an extension to the Jolly Roger Bar to assist a Restuarant area, with future plans to house a disabled toilet with baby change area.

June 2009 Castaways launch with a brand new brochure. Please enquire if you require a brochure with large print.

New for 2009 upgrade and revamp of children's play area.

We have tried to be as accurate as possible with this statement including as much detail as we can, we are very happy to provide any information on any aspect of this park and if your question can not be answered by this statement, please let us know and we will endeavour to answer your queries and emend this statement for future use.

We very much welcome any feedback regarding castaways to help us continuously improve this site, if you have any comments please contact us on 01692 650436 or email us on info@castawaysholidaypark.net