



Pinelodge Holidays Limited



Landal Darwin Forest **Accessibility Statement**

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Introduction

Despite being high up on Darley Moor, Landal Darwin Forest is a relatively level park with tarmac or tarmac chippings on the roadways and a 10mph speed restriction in place. The buildings and lodges are generally single storey and so provide good access. Some accommodation is specially adapted for wheelchair access.

At Pinelodge Holidays we strive to make all of our facilities available to everyone. We hope you find this Accessibility Statement useful both before and during your stay with us. As with all other aspects of your holiday, if you have any queries please do not hesitate to contact a member of staff who will gladly offer their assistance.

Pre-Arrival information

For details about the access of our lodges, please refer to the information given later in this document. For availability of Accessible lodges, or further information on any of the details given in this statement please contact us by:

- Telephone: 01629 732428
- Fax: 01629 735015
- Email: enquiries@darwinforest.co.uk
- Website: Use the contact form at www.darwinforest.co.uk

Our reception team are always happy to accept Type Talk calls and we are happy to use email as the main form of communication if required.

Guide Dogs and Assistant Dogs

- We welcome Guide dogs and Assistance Dogs in all lodges and facilities.

Large Print

- We can provide our literature and policies in large print if requested.

Hearing Loops

- We have a portable hearing loop to assist guests with hearing impairments.

Website Accessibility

- We will continue to develop the website in accordance with guidelines promoted by the World Wide Web Consortium (W3C), the National Institute for the Blind (RNIB) and the Plain English Campaign.
- Talking software is available to help you use this website, such as www.screenreader.net which enables blind and visually impaired computer users to read webpages.
- Ease of use of website. A phone number is visible at top of all web pages, it is written in easy to read plain English, it has good colour contrast for ease of reading, it has easy to

navigate menus and photo galleries have alt tags for the visually impaired (where appropriate). Downloads such as the Accessibility Statement and Terms and Conditions are in pdf format which is accessible to screen readers and are available in large print on request. You can also book your holiday online and contact us via the website. We also provide written directions, a Google map and a How to Find us leaflet.

Arrival and Car Park Facilities

- Upon arrival to the park, after a short distance along the 10mph driveway, the reception building appears on your right hand side. Adjacent to the main reception building you will find 2 parking spaces on your left and 5 parking spaces on the right, which include designated accessible spaces.
- Please register at reception where you will be given any further information required and staff members will provide directions or assistance to locate your holiday accommodation.
- Throughout the park there are speed bumps, highlighted with yellow markings.

Reception Area

- The reception area can be accessed by mounting a dropped curb and following the 180cm wide pathway to the ground level door.
- The main doors to enter the reception area are PULL doors (105cm). A staff member will help if assistance is required (the reception doors are glass).
- Within reception there is a lowered section of the counter should this be required.
- A ground floor accessible toilet with grab rails and added space for manoeuvrability is available in reception.
- Computer access is also provided at a desk with under space.
- The floor space within reception is ample and allows for ease of wheelchair manoeuvrability.
- Literature is available in large print and we have a portable hearing loop.

The Woodlands Store

- The shop can be accessed by mounting a dropped curb and following the 180cm wide pathway to the ground level door.
- The entrance/exit doors are PULL doors (110cm wide). A staff member will help if assistance is required (the doors are glass).
- The shop is on one level constituting 4 isles, the narrowest being 130cm wide.
- The counter is 93cm high.
- Some items may be stored on higher shelves and should customers require assistance the shop attendant will gladly help.

The Foresters bar and restaurant

- Access to the bar is gained either at road level or by a ramp to the patio area.
- The narrowest point upon entering the bar is 90cm
- The height of the bar is 100cm.
- Plenty of room is available in the bar area to manoeuvre a wheelchair and easy access to tables with a choice of benches, chairs and chairs with arms. These can be moved/removed on request.
- To the rear of the bar there is a level exit (90cm wide) leading to the Activity Den, beer garden and outdoor play area.
- Toilet facilities are accessed via an 85cm wide door and include an accessible toilet with grab rails and added space for manoeuvrability.
- There are level outdoor seating areas situated both at the front and rear of the bar, with tables and benches/chairs that can be moved if necessary.
- Menus are available in large print and our portable hearing loop can be used.

Activity Den

- Situated behind the Foresters bar and restaurant, entry is via a level path through a 108cm wide door.
- On the ground floor is an accessible access toilet with grab rails and added space for manoeuvrability. The door is 90cm wide.
- The internal doorways are 86cm wide.
- A clear path has been left to gain access to all areas of the rooms, the typical width being 70cm.
- The pool tables are located upstairs but a stair lift is provided. The pool tables are 85cm high.
- The soft play area is accessed via an 86cm internal door.
- There is seating and a large open space for manoeuvrability of wheelchairs.
- Some of the soft play equipment can be accessed with ease from the carpeted viewing area, however, in some areas, safety padding may prove unsuitable for those with wheelchairs/walking aids.

Little Monkeys Play Centre

- There is a level paved area to gain access to the play centre.
- The entrance is via a double door. Each door is 96cm wide.
- Upon entering the play centre there is an addition entry gate that is 85cm wide.
- There is an accessible access toilet with grab rails and added space for manoeuvrability. The door is 94cm wide.
- Menus are available in large print and our portable hearing loop can be used.

Outdoor Play Area

- Play equipment designed for use by children and has soft bark flooring.
- Entrance to the area is gained via a level path between the Foresters bar and restaurant and the Activity Den. The gate is 115cm wide.

Public Laundry

- The entrance to the laundry is located off the main driveway and is 90cm wide.
- Within the laundry there are two washing machines and two tumble driers, with approximately 120x140cm to manoeuvre in the centre of the room.
- The height of each machine is approximately 90cm with one machine being stacked on top of another giving a total height of 180cm.
- The sinks within the laundry room are 95cm high and have under space

Evolution Health & Fitness Centre

- Entrance to the leisure centre is ground level and 100cm wide.
- There is a large entrance area which provides easy manoeuvrability and a reception area with low level tables (45cm high) and easily moveable chairs.
- There is a pool spectators area, accessed from the entrance lobby/seating area, through a ground level door (95cm wide).
- The majority of the counter is 105cm high with a lower level area at one side of 80cm with under space.
- The changing room can be accessed through a level entry door and has a specialised wheelchair accessible changing area/wet room.
- This includes an accessible toilet with grab rails for the sink/toilet, a shower area and seat, as well as a cord pull alarm system.
- The accessible toilet may be locked and used for changing/showering.
- Changing cubicles are typically 65x160cm, with family cubicles being 120x165cm.
- A choice of high or low level lockers is provided for ease of use.
- A 95cm wide door provides access to the pool area.
- Upon entrance to the pool, users can either use the ladder steps with grab rails, situated around the pool, or use the low level entry, which comprises three long low steps leading into the pools shallowest point (50 cm).
- Wheelchairs are permitted at poolside on request.
- The spa area is accessed on the ground floor in the changing rooms, with the steam room/sauna having 85cm wide doors.
- There is a rail to assist entry/exit into the spa pool.
- The gym can be accessed via staircase with handrails or by using the stair lift.
- Some of the 'Pulse' fitness resistance machinery has been designed to allow use with wheelchairs.
- The typical 'pathway' width around the equipment is 80cm.

- Fitness Instructors are available to assist with the use of equipment, or advise suitable exercises to those with specific needs.

Beauty Therapy Rooms

- Entrance to the beauty therapy rooms is via the reception through a 90cm door.
- Within the beauty rooms there is plenty of room to manoeuvre.
- Treatment beds include height and backrest adjustment.

Communications

- Mobile phone reception is generally poor on the park. However payphones are provided adjacent to the Foresters bar and restaurant one of which has ground level access and is positioned so that the handset is 110cm high.
- Free Wi-Fi is available in all lodges and facility buildings.
- We will continue to develop our website in accordance with guidelines by the World Wide Web Consortium, the RNIB and the Plain English Campaign.
- Our website contains PDFs of our Access Statement and Terms and Conditions which are accessible to screen readers.

Pinelodges - Useful Information

The following tables summarise the accessibility information for the lodges that are available at Landal Darwin Forest. Please note that the following information and measurements are taken from a sample of lodges so variations may occur, especially in respect to the height and number of steps to access the entrance doors of certain lodges. If you have any specific needs or concerns about your accommodation please do not hesitate to contact a member of staff so that we may ensure that your lodge is suitable for your requirements.

2 Bedroom Haddon Classic Vogue - Wheelchair accessible lodge – No. 50



3 Bedroom Haddon Classic Vogue - Wheelchair accessible lodge – No. 56



<i>Lodge Details</i>	Lodge 50 - Classic Vogue 2 (Wheelchair Friendly Lodge)	Lodge 56 - Classic Vogue 3 (Wheelchair Friendly Lodge)
Pathway step height	0cm	0cm
Pathway width	120cm	120cm
Steps on lodge entry	0	0
Narrowest point of veranda	105cm	140cm
Handrail to assist access to lodge	Yes	Yes
Main doorway width	78cm	78cm
Typical internal doorway width	70cm	74cm
Kitchen worktop height	80cm	90cm
Worktop under space	Yes	No
Kitchen table height	80cm	80cm
Bed height	60cm	60cm
Typical bedside width	60cm	80cm
Shower entry height	0cm	0cm
Bath entry height	N/A	60cm
Bathroom grab rail	Shower & Toilet	All Areas

<i>Lodge Details</i>	Typical Landal Darwin Forest lodge
Pathway step height	18cm
Pathway width	60cm
Steps on lodge entry	3
Narrowest point of veranda	101cm
Handrail to assist access to lodge	Yes
Main doorway width	74cm
Typical internal doorway width	56cm
Kitchen worktop height	90cm
Worktop under space	No
Kitchen table height	80cm

Bed height	60cm
Typical bedside width	40cm
Shower entry height	25cm
Bath entry height	60cm
Bathroom grab rail	No

Other Useful Information

A car is recommended to get the most from your holiday at Landal Darwin Forest.

Nearby Towns/Villages

Matlock - 3.7 miles - 10 minute drive

Chesterfield - 8.3 miles -15 minute drive

Bakewell - 7.4 miles -15 minute drive

Two Dales - 1.2miles - 5 minute drive

Transport

At the nearest town (Matlock), you will find a train station and bus station, as well as all other amenities including supermarkets, cafés, banks and post office.

Chesterfield, although a little further to reach, is the largest of the nearby towns and has many different shops, retail outlets and restaurants. Chesterfield is also home to the main hospital for the area (Chesterfield Royal Hospital, Calow).

Two Dales has all of the essentials such as petrol station, post office, chemist and also the closest cash machine to Landal Darwin Forest.

Activities

To find a list of 'activities' available in the area and how accessible they are please visit <http://www.accessiblederbyshire.org/activities/>

Things to Do

To find a list of 'Things to Do' in the area and how accessible they are please visit <http://www.accessiblederbyshire.org/things-to-do/>

Food and Drink Establishments

To find a list of 'Food and Drink' establishments in the area and how accessible they are please visit

<http://www.accessiblederbyshire.org/food-drink/pubs-restaurants-and-hotels/with-accessible-toilets/>

Changing Places

Changing Places toilets are large, accessible spaces with a height-adjustable changing bench, a ceiling hoist and the space to change someone in dignity and comfort. There are now a number of Changing Places toilets throughout Derbyshire at the following locations:

- Shipley Country Park at Heanor
- The Genesis Centre at Alfreton
- Carter Lane Day Centre, Shirebrook
- Arc Leisure Centre, Matlock
- Queens Park Leisure Centre, Chesterfield
- Westfield Centre in Derby City
- The Hub, South Normanton
- Parkwood Day Centre, Alfreton
- County Hall, Matlock
- Elvaston Castle, Elvaston, Derby
- Cromford Meadows, Cromford, Nr Matlock
- Ashbourne Library, Ashbourne
- Oakland Village, Swadlincote
- Lea Green's Meadow Lodge, Nr Matlock (Please call ahead 01629 534561).
- Chesterfield Market Hall (smaller Changing Places facility)
- Rosliston Forest Country Park (smaller Changing Places facility)

The following four facilities do not meet the full Changing Places specification they are still suitable for some and can be used by telephoning the relevant facility in advance.

- Alderbrook Day Centre, Chinley
- Bankcroft Centre, Ashbourne
- Outlook Centre, Long Eaton
- Whitemoor Centre, Belper

How do I use them?

To use them all you will need in most cases is a RADAR key and your own sling if you need to use the ceiling hoist. RADAR keys are often available from your local district or borough council. Alternatively, you can purchase one from RADAR ([Link needed to RADAR](#))

Wheelchair – Accessible taxis

Club Taxis

Chesterfield

(01246) 221111

Wheelchair-accessible vehicles available for both manual and electric wheelchairs.

Advance bookings only.

Ace Cars

Chesterfield

(01246) 557755

Wheelchair-accessible vehicles available for manual and electric wheelchairs.

Advance bookings only.

A 2 Z Taxis

Buxton

(01298) 918101

Wheelchair-accessible vehicles available – manual wheelchairs only.

Advance bookings only.

Useful Contacts

Landal Darwin Forest Reception – 01629 732428

Darley Dale Medical Centre (Doctors) - 01629 733205

Chesterfield Royal Hospital - 01246 277271

Whitworth Hospital (Matlock) - 01629 580211

Chemist (Two Dales) - 01629 733375

Veterinary Surgery (Matlock) - 01629 582844

K.E.M.S Auto Garage (Nr. Two Dales) - 01629 734714

Matlock Taxis - 01629 584195

Fox Cars - 01629 583333

MJ Taxis - 01629 826060