



Access Information Statement (March 2021). The information below aims to accurately describe facilities and services we have here at:-

Hillcroft Park, Pooley Bridge.

This site is on a natural fell side within the Lake District National Park. It is a large site with some steeply sloping contours. Some of the pitches are located on partially level land. The roads are joint vehicular and pedestrian use, approximately 3m wide, with some steeply sloped sections. There are speed bumps across the park. Lighting is by way of bulkhead lighting to the buildings along with roadside lights to a height of 1.5m

Contact Information

For those wishing to contact Hillcroft Park by phone, please call 017684 86363. There is an answering machine for calls outside of Office Hours, or if all the lines are busy. Additional information can be gained from the web-site, www.hillcroftpark.co.uk

Arrival and Parking facilities

There is a mainline railway station at Penrith and the local Stagecoach bus service 508 Penrith-Kendal stops in Pooley Bridge. Hillcroft Park is a 5-10 minute walk away.

This site is on a steep hillside location with some wooded areas, with various level sections. Entry to the site is by a tarmac drive on a hillside, leading to an open area in front of reception. From here there is an ornate wrought iron gate, operated by a numeric coded pad at a height of 0.90m, accessible to most drivers. The exit barrier is automatic. Visitor parking is to the right hand side of the open area, providing four marked parking bays, none specifically identified for disabled people. Disabled parking is permitted directly outside of the reception, although not marked. Late arrivals/overnight parking is shared with visitor parking. It is also possible to park immediately in front of the Reception, for those arriving and checking in, giving again a short travel distance for those with limited mobility. The visitor parking area is approximately 5m from reception. Lighting is from lights on the corner of the reception building.

Touring/Motorhome Pitches/PODs and Glamping Pods



There are no specifically identified accessible pitches, though a number of pitches are within 50m of the toilet block, as are 9 of the 18 PODS. Those requesting close proximity at the booking stage will be accommodated near to the toilet block if at all possible

The majority of pitches and PODS are approximately 200m away from Reception, up a steep tarmac road, which levels off as you get nearer to the pitches. Due to the distance and the slope, it is only practical to access this area by car. Some of the pods have adjacent car parking space which can be viewed on the Site Plan. PODs are available in 2 sizes.

Our Family Pods have internal dimensions of 2.66m (8ft 8in) x 3.52m (11ft 6in) with an internal height of 2.2m (7ft 2in) and will accommodate 2 Adults and up to 3 small children. Access to most of the pods is via a step or steps to a raised decking area.

Our Glamping Pods have internal dimensions of 5m (16ft 4in) x 3.m (9ft 8in) with an internal height of 2.5m (8ft 2in) and will accommodate up to 4 people. Access to most of the pods is via a step or steps to a raised decking area

5 of the Family PODs are pet friendly and 1 Glamping Pod is Pet Friendly. Please advise us if you intending to bring any pets with you, when booking.

The Touring Electric Hook Up Pitches are in a grassed area with camping pitches around are on a gradual slope, likewise are the PODS with camping pitches around. Due to the construction and size of the PODS, it would be difficult to accommodate anyone using a wheelchair.

There are 30 Touring Super Pitches with Electric and Water on each pitch. Are all hard standing and Rock Pegs are needed for Awnings. Several of these new pitches are more suited to wheelchair

The Ladies Facilities include:



- 7 x W/C cubicles with a door opening of 0.61m. Each cubicle is 1.70m x .90m and includes a Sanitary Bin.
- 1 Washroom with sink, with door opening of 0.61m. Cubicle is 1.70m x .90m
- 8 x Shower cubicles/dressing area with a door opening of 0.65m. Each Shower area is 1.46m x 1m. Each dressing area is 1.46m x 1.0m with a seat and includes tiled floors and walls with waterproof panels at each side. The height of the controls for the shower is at 1.m and the fixed shower heads are a 2m.
- 6 x Hand basins with sensor taps to control the water flow, set on a vanity unit 0.8m high, the sinks are 0.15m deep situated on a vanity unit that is 0.84m high. There are 5 x soap dispensers above the Vanity Unit.
- There is a vanity unit at 0.9m with 5 mirrors above and 2 x hairdryers.
- 3 Hand towel dispensers
- 4 Waste Bins
- 3 Electric Hand Dryers
- Underfloor heating

The Gents Facilities include:



- 5 x W/C cubicles with a door opening of 0.6m. Each cubicle is 1.4m x 1m. .
- 4 Urinals with auto Flush 0.6m high
- 2 Urinals with Auto Flush 0.5m high
- 6 x Hand basins with sensor taps to control the water flow, set on a vanity unit 0.8m high, the sinks are 0.14m deep situated on a vanity unit that is 0.84m high. There are 4 x soap dispensers above the Vanity Unit.
- There is a vanity unit at 0.9m with 2 mirrors above and 2 x hairdryers with shaver points.
- 2 x Shower Cubicles with a door opening of 0.6, shower area of 1.2m x 1.0m. with a sink area, seat and mirror 1.2m x 1.m.
- 6 x Shower cubicles/dressing area with a door opening of 0.65m. Each Shower area is 1.46m x 1m. Each dressing area is 1.46m x 1.0m with a seat and includes tiled floors and walls with waterproof panels at each side. The height of the controls for the shower is at 1.m and the fixed shower heads are a 2m.
- 2 Hand towel dispensers
- 4 Waste Bins
- 3 Electric Hand Dryers
- Underfloor heating

Baby Change Area

- Entrance Door Opening of 0.7m area size of 1.3m x 2m.
- 1 x Toilet 0.45m high with stainless steel bowl, plastic seat.
- 1 Stainless sink 0.9m high.
- 1 Baby change unit 0.4m x 0.7m x 0.85m high table
- 1 Towel dispenses
- 1 Waste Bin
- 1 Soap Dispenser
- 1 Sanitary Bin

Disable Toilet/Shower

- Entrance Door Opening of 0.8m area size of 2.5m x 2.1m.
- 1 x Toilet 0.48m high.
- 1 sink 0.74m high with room underneath
- 1 x Shower 1.9m Fixed shower head
- 1 x Loose Head and hose
- 4 x Fi
- 3 x Drop down hand rails toilet and shower area
- 1 drop down shower seat
- 1 Towel dispenses
- 1 Waste Bin
- 1 Soap Dispenser
- 1 Sanitary Bin
- 1 Radiator

Private Bathrooms X 2

- Entrance Door Opening of 0.7m
- Room Area size of 2.4 m x 4m
- Walk in Shower 1.7m x 0.9m with fixed head at 2.2m, controls are set at 1.2m
- 1 x Jacuzzi Bath 1.8m x 0.8m, with an overhead shower located in the corner, the controls are mounted above at 0.9m
- 1 x Vanity Unit 0.8m high with sink and mirror above. The sink is 0.14m deep
- 1 x Toilet 0.5m high
- 1 Towel dispenses
- Wall mounted Hairdryer and Shaver Point
- 1 Waste Bin
- 1 Soap Dispenser

Games Room

- Entrance Door Opening of 0.8m
- Room Area size of 10 m x 7m

- A range of Cupboard with Worktop in Corner 3.3m x 0.6m and 2m x 0.6m in an L-Shape with inset sink, drawers and 8 cupboards
- 8 x Double sockets
- 11 x Wall lights
- 2 x Extractor Fans
- 4 x large windows 1.7m x 1.8m
- 1 x small window 0.7m x 1.1m
- 1 x Bi-Fold door 2.8m x 2m
- Mars Chocolate Machine which is 3.3m x 0.6m
- Connect 4

Chemical Disposal

- 2.7m x 1m with a 0.9m Door Opening

Dog Shower

- 1m x 1m with a 0.9m Glass Screen on 2 sides the shower controls are 0.11m high

Washing Up Area

- 7 x Stainless Steel sinks 0.92m high with storage shelf below.

The Laundry

The Laundry is situated within the Main Holiday Home area of the Park and is approximately 100m from the Touring/Motorhome/PODs. The building is slightly elevated and is served by 2 x steps to the front and a small (1m) ramp to the left hand side. The entrance door is of White UPVc construction with a white handle and a 0.1m step at the bottom. The opening width is 0.83m. Internally the floor is covered with a contrasting linoleum covering and has the following appliances:

- 2 x coin operated washers. 1.0m to the coin slot, 0.6m to the centre of the door opening
- 2 x coin operated dryers. 1.0m to the coin slot, 0.6m to the centre of the door opening
- 1 x freestanding height adjustable Ironing Board
- 1 x Coin Operated Iron (1.4m to the coin slot)
- 1 x Hand Washing Sink @0.86m high with knee room below

Large instruction posters are located on the wall above the appliances.

The Drying Room

The Drying Room is located at the rear of the Laundry and is accessed through a white glossed door with chrome handles and a Key Code Lock (1.230m). The code is available from Reception. The door width is 0.620m. The décor is as per the Disabled Facility previously described, but with a painted grey floor. The room size is approx. 2.960m x 1.500m with a small alcove to one end with a clothes rail to hang items on. The rail is 0.820m long and at a height of 1.900m. There are 13 chrome double hooks mounted on the walls (1.700m) and a wooden slatted bench fixed to the walls, 0.300m wide and 0.490m high on 3 sides of the room. Below the bench are 4 x electric heaters for use when drying clothes.

Additional Information

There is a modern play area for children on the site with all the equipment conforming to the current regulations. A Fire Risk Assessment has been undertaken in line with the current regulations. Fire assembly points are clearly signed and positioned away from buildings, and a Fire Action plan is displayed at each Fire Assembly point and in Reception. The policy and procedures for Fire Safety and Fire Fighting equipment are regularly monitored by the Staff and Park Owners.

Customer care is a fundamental part of training for all our Staff as well disability awareness and Health and Safety. Assistance dogs can be accommodated in the pet friendly Pods.

The reception for mobile phones is very good. There is Wi-Fi available on site for a reasonable charge.

Groceries can be ordered for delivery to your pitch/pod – deliveries cannot be accepted at Reception.