

# Queensberry Bay Holiday Park

## Our access statement

### Introduction

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to describe accurately the facilities and services that we offer all our guests/visitors.

As a business we strive to ensure that **all** visitors can enjoy the accommodation, facilities and surroundings of our park. Our aim is to help **in any way that we can** and if you require any assistance during your stay or whilst planning your visit we will be delighted to assist.

Our park is open for 11 months of the year and is closed to the public and owners in December. Our phone lines are manned and staff are available from 9am to 9pm daily in peak season (May to end August) and from 9am to 5pm daily at other times. An answering machine also gives a contact number for emergency assistance outwith these times.

In December, when the park is closed, the phone lines are manned from 9am – 5pm on weekdays only. From 22 December to 5 January there is no phone or office coverage.

## **Location**

Situated on the shores of the Solway Forth, the South West coast of Scotland, with stunning coastal views, Queensberry Bay Holiday Park is ideal for a short break or holiday or a longer stay in your own unit.

Located 50m from the beach, we cater for tents and touring caravans and have caravan holiday homes and lodges for hire or sale. The park is located on predominantly flat ground.

We have wheelchair accessible toilets and washing facilities.

There is also a convenient onsite shop, laundry and campers kitchen, together with our spa facility to help make your stay as relaxing as possible.

Recorded CCTV operates across the park.

Free wifi is available across the park for owners and guests. Please ask us for the access code. Please also bear with us if the wifi is knocked out for any reason (typically weather related).

We look forward to welcoming you. If you have any queries or require any assistance please phone 01461 700205 or email us at [info@queensberrybay.co.uk](mailto:info@queensberrybay.co.uk).

## Pre-arrival

### Contact

- There are several ways to contact the park, listed in the contacts section.
- Our brochures and this access statement are available in large print on request.
- Our new web site is accessible to Priority 3 (AAA).

### Directions

- For full details and maps of how to reach us please see the directions section of our website. Alternatively, you can plan your journey by car or public transport using [www.transportdirect.info](http://www.transportdirect.info); simply enter your postcode and ours – which is **DG12 5PN** – to get directions.
- Please note that we live in the “wilds” and this postcode will take you to the Powfoot Golf Hotel on the coast in Powfoot that is still 0.25 ml from our main entrance. You need to factor this fact into your calculations.
- The last 0.25ml is along the coast road, which is a quiet road without pavement but with passing bays. It is some 5m wide and is tarmaced but, depending on the last high tide, may have some potholing (until the council comes to repair it again). However, we understand from visitors that, although narrower and quieter, it is otherwise no worse than many town roads.

## Transport links

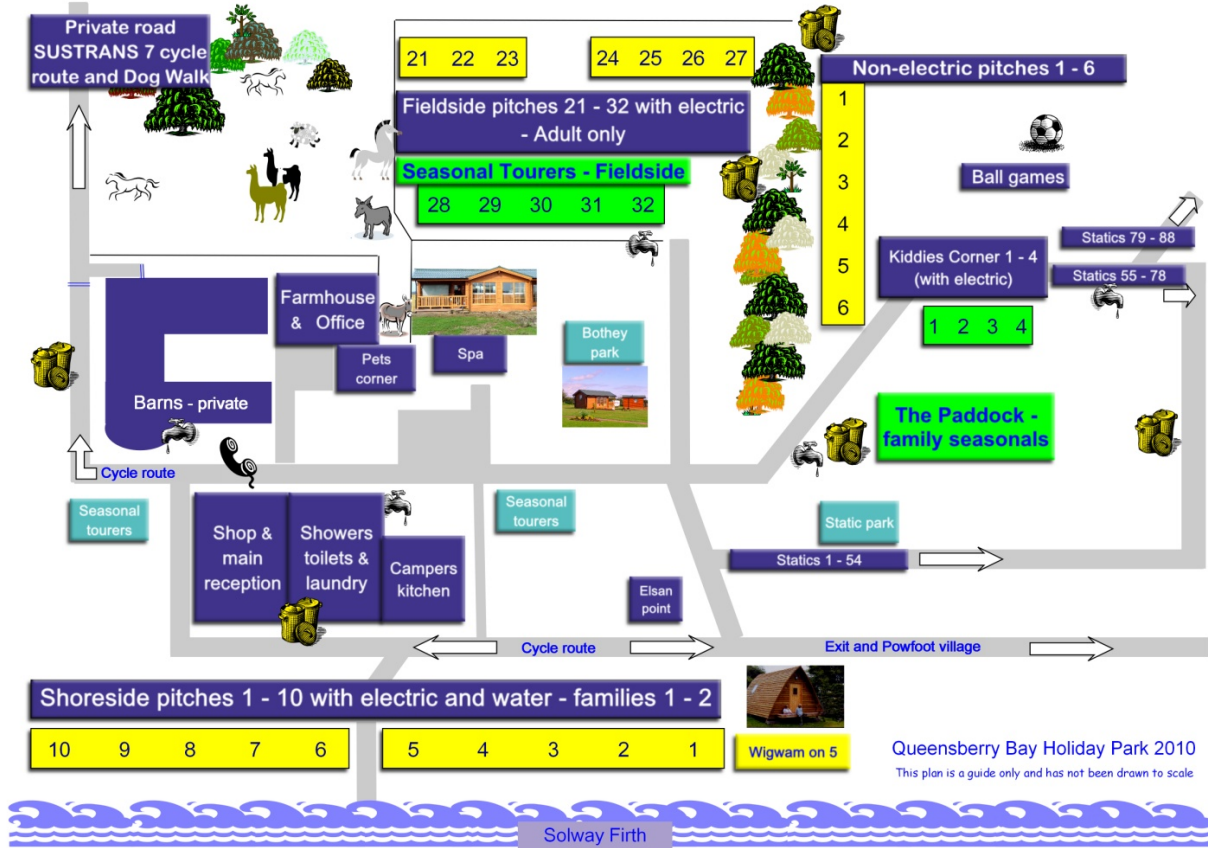
- The closest bus stop is 0.25 ml from reception in Powfoot. Buses are twice daily to Annan and Dumfries. We keep an up to date timetable in reception and can check on line for you for specific times and destinations. Alternatively you can research this yourself at [www.dumgal.gov.uk](http://www.dumgal.gov.uk)
- Powfoot is reached via a flat, quiet coastal road (without pavements but with passing bays). This road is also an official cycle route.
- More regular buses run on the B724 at Cummertrees. This stop is 0.9 miles from the park. Cummertrees is reached via a quiet country road (without pavements) leading from the back of the park (not open to vehicles) but part of the route consists of a steep hill.
- The closest train station is in Annan and is 5 ml from the park. This line has direct links to Carlisle and to Glasgow. There is no taxi rank at Annan station but with sufficient notice we can arrange taxi transport for you from the station.
- You can read more about the station facilities at [www.nationalrail.co.uk/stations/ann/details](http://www.nationalrail.co.uk/stations/ann/details)
- Annan taxis run to and from Powfoot and Cummertrees.

## Shopping

- We have a small shop on site, or the nearest Tesco supermarket is 5.2 miles away in Annan.
- We do not allow grocery deliveries on the park but can arrange for specific purchases if ordered via the shop at least 24 hours in advance.
- The nearest post box is 0.35ml away in Powfoot. We can also take post into Annan free of charge at night with our own mail.
- The nearest Shop-Mobility centre is 15 ml away in Dumfries town centre. Carlisle operates a similar scheme from The Lanes shopping centre and car park. You can find out more about Shop-Mobility at [www.shopmobilityuk.org](http://www.shopmobilityuk.org).



# Our park layout – a rough guide



## **Arrival & car parking facilities**

- On entering the park from the coastal road we have a 360m long level tarmac drive way that takes you past the static park and towards the reception building. At the building the road turns inland and there is a slight upwards incline.
- There are traffic calming measures on the park in the form of speed bumps.
- Parking for 2/3 cars and caravan units across from reception (marked grey above) is provided on one side of the road way opposite the shop and in front of the spa building.
- Commercial vehicles are allowed by appointment only and are not permitted to stay overnight.
- Parking bays are not marked out although there is ample space along with access to the rear of vehicles.
- If required, parking outside the reception door is permitted for a short time.
- All vehicles are parked in sight of the building and assistance will be offered if required.
- There are no kerbs on the park.
- Access from the parking area to the specific areas of the park is open and clearly signposted.
- On the static park there is generally room to park two vehicles next to the holiday home.
- Touring area parking allows for one vehicle next to the unit with additional vehicles parked outside reception, and a charge is made for this.
- The reception area of the park is lit with flood lights at night. Shoreside pitches have low level bollard lighting. Other touring pitches and the static park are unlit deliberately because of local star gazers – we have very clear skies here.
- A 10mph speed limit operates throughout the park.

## **Main reception / shop**

- The shop doubles up as our main reception area and is located in the same building as the showers, laundry and campers kitchen.
- The cedar coloured building front has white doors and windows.
- The building has a block paved parking area to the front.
- Access to reception is directly from the parking area across a level tarmac surface. There is a small ramp and low threshold strip.
- The white doorway is 900mm wide and manual in operation.
- Once inside there is ample room to manoeuvre a wheelchair to the counter.
- The floor surface is non slip vinyl throughout. It is dark brown in colour and units and freezers are white or cream.
- The area is well lit with both daylight (via large windows and skylights) and bright fluorescent light.
- The counter is built deliberately high – 960 mm - following a theft of cash some years back. Staff will always come out from behind the counter to help you or anyone else.
- A pen and pad and magnifying glass are available on request.
- Seating is available in reception.
- We can show you to your pitch or caravan or, if you prefer to stay in your own vehicle you can be guided there.
- Office opening times and the whereabouts of staff on the park can be found on the reception door.
- Once registered at reception guests have to access the park via a barrier with is operated after dusk via a smart key fob.
- All facilities are clearly signed.
- All our signage is itself clear with pale background and bold dark blue lettering, with all fire signs and assembly point signs to regulation specification.
- First Aid boxes are located in the shop, spa and offices.

## **Public areas - general**

- Tarmaced roads with some compacted hard core infill service all major parts of the park.
- The park is situated on two largely level fields.
- There are paved footpaths leading from the roads to static units.
- Our Shoreside touring areas are on semi hard standing. We say “semi” because it is not concrete or gravel but is compacted hardcore with grass coverage.
- Our Fieldside and Kiddies Corners touring areas are on grass with no paths.
- Our grounds are predominantly grass and grass cutting is undertaken on weekdays between 9am and 5pm. After cutting grass is collected and not left.
- Our ground is generally well drained and is on sand – but with the increased rainfall of recent years even we have seen parts of our land waterlogged at times. The Fieldside area (which is lower and can be seen at the back of the picture above) tends to be affected as does the far end of the static park, despite our best efforts and continued additional draining.
- Where this happens (which is perhaps once a year) we close off the area (if at all possible) and do all we can to help and reallocate bookings to another area.
- Picnic benches are provided throughout the park on a mixture of paved and grass areas.
- A public phone box is available next to the reception building.
- We have very strict rules on the use on the park of motorised non licensed vehicles, quad bikes, mopeds and go peds and anything that might make life either noisy or dangerous for our guests.

## **Internal areas – Showers and WCs**

- We have one toilet block that is situated alongside the shop and reception.
- It is divided into Ladies and Gents showers.
- Access to the showers is across from the parking area on a level tarmac surface. There is a small ramp and low threshold strip. The white doorway is 900mm wide and manual in operation.
- Once inside there is ample room to manoeuvre a wheelchair.
- The floor surface is non slip vinyl throughout with dark edging trim.
- The area is well lit with both daylight (via large windows and skylights) and spot lights.
- Lights are automatic on entry.
- Low level piped music is played (usually Radio 2).
- Both the Ladies and Gents are subdivided into separate wet room cubicles each containing a shower, wash hand basin and WC as well as hanging and shelf space.
- The taps are all push button with timer feed.
- One cubicle has been fitted with DOC M toilet pack compliant grab handles.
- We do not offer DOC M shower pack compatibility but find that wheelchair users are more than happy with the facility that we offer to all users.
- In addition, the Ladies has a separate WC and the Gents has a separate urinal. Both have grooming areas.
- Showers are coin operated (to save water, not for profit!) and 20p will give a 60 second shower. We provide complimentary shower gel and shampoo in dispensers.
- These showers are for the use of tourers (seasonal and visiting) and campers only. The general public and static owners cannot gain access.
- Access is via the electronic key fob.
- Although divided historically, we encourage the mixed use of our showers by anyone who wishes to do so - because each cubicle is self contained.
- If assistance is required in any way whilst using this facility we would be glad to help.

## **Laundry**

- We have one laundry that is situated alongside the shop and reception.
- Access to the laundry is directly from the parking area on a level tarmac surface. There is a small ramp and low threshold strip. The white doorway is 900mm wide and manual in operation.
- Once inside there is ample room to manoeuvre a wheelchair.
- The area is well lit with both daylight (via large windows) and bright fluorescent lighting.
- Lighting is automatic on entry.
- The floor surface is non slip vinyl throughout with dark edging trim.
- The laundry is for the use of park users only. The general public cannot gain access.
- Access is via the electronic key fob.
- There is a top loading washing machine and a front loading tumble dryer as well as a drop down ironing board and coin operated iron.
- There is also a hand washing sink and drainer.
- Seating is available in the laundry and we also operate an informal library there consisting of books that other guests have brought in and exchanged. Please feel free to do the same.
- If assistance is required in any way whilst using this facility we would be glad to help.

## **Campers' kitchen**

- We have one campers' kitchen that is situated alongside the shop and reception.
- Access to the campers' kitchen is via a concrete path from the flat tarmac road across from the parking area. There is a small ramp and low threshold strip. The white doorway is 900mm wide and manual in operation.
- Once inside there is ample room to manoeuvre a wheelchair.
- The area is well lit with both daylight (via large windows) and bright fluorescent lighting.
- Lighting is automatic on entry.
- The floor surface is concrete throughout.
- The kitchen is for the use of tourers (seasonal and visiting) and campers only. The general public and static owners cannot gain access.
- Access is via the electronic key fob.
- The kitchen is an enclosed space with great views across the Bay – not a run of sinks under a canopy!
- Inside is a sink and drainer, seating and tables and a microwave.
- We do not provide pots and pans, crockery or cutlery.
- If assistance is required in any way whilst using this facility we would be glad to help.

## **Restaurant / dining room, bar & lounges, take away & cafe**

- We do not have a restaurant, dining room, bar or lounge. The only takeaway food we offer is in the form of bacon rolls and teas and coffees available from the shop (see above).

## **Leisure facilities**

- We do not have a swimming pool, amusement arcade, games room or other leisure facility. The only leisure facility we offer is the adult only Spa – see below.

## **Outdoor facilities**

- We do not have any formal outdoor facilities (swings, play area, tennis court etc). The only outdoor facility we offer is a small, unmarked grass football area with goal posts, situated alongside the camping and Kiddies Corner area. As such, this is dealt with under Public areas – general, above.

## **Conference & meeting rooms, banqueting, clubs, entertainment**

- We do not have any conference, meeting rooms, banqueting, clubs or entertainment. The only “meeting room” type that we have is the Campers Kitchen (see above).

## **Bedrooms, bathroom, shower-room & WC (ensuite or shared) and self-catering kitchen**

- We do not have any bedrooms, bathrooms, shower rooms or self catering kitchens, other than those provided for touring guests and dealt with under Showers and WCs and Campers Kitchen, above, or those provided for guests to our letting fleet of caravan holiday homes and lodges and dealt with under Holiday Homes, below.

## **Touring facilities**

- We offer touring caravan pitches on level grass (Fieldside (adult only) or Kiddies Corner) or a semi hard standing level surface (Shoreside).
- Our Shoreside touring areas are on semi hard standing. We say “semi” because it is not concrete or gravel but is compacted hardcore with some grass.
- Our Fieldside and Kiddies Corners touring areas are on grass with no paths.
- We also offer non electric pitches on grass.
- Our toilet block is located in a central position with about a 200m walk from the furthest touring pitch away on the park to the facility.
- Please specify on booking if you would like one of our few semi hard standing pitches within 10m to 15m of the facilities (on Shoreside)
- Touring area parking allows for one vehicle next to the unit (weather permitting) with additional vehicles parked outside reception, and a charge is made for this.
- The reception area of the park is lit with flood lights at night. Shoreside pitches have low level bollard lighting.
- Other touring pitches and the static park are unlit deliberately because of local star gazers – we have very clear skies here.
- Assistance in siting is always offered.
- There are numerous water points, dustbin areas and fire points on the park.
- The chemical toilet disposal point is currently being resited and modernised and will be dealt with in a future upgrade to this statement. The alterations will improve accessibility for all.
- Pitches are allocated on booking and staff are happy to advise on the location and suitability for your requirements on enquiry.

## Spa

- Our spa is situated opposite the shop / reception and is reached via a block paved flat path that leads directly from the block paved parking area.
- Access to the spa is via 2 wooden steps with rail. A ramp is available if required. Please let us know at booking.
- At the top of the two steps is a covered porch area. From here is a double door with a 5cm threshold strip. We generally open just one door but the second is on a latch and is easily opened. Both doors open manually outwards for better access.
- The Spa is an adult only relaxation facility for the use of visitors and owners and is private for your 2 hour slot. The general public cannot gain access.
- Access is via the electronic key fob.
- Inside the spa is on the level. It has a swim spa, sauna and changing room, a toilet and shower. It also has a selection of chairs in the chill out area. These can be moved on request.
- Access to the swim spa is via 5 wooden steps with a rope hand rail and then over the rim of the spa and onto integral steps within.
- A door at the far end takes you outside to the veranda. There is a 5 cm threshold strip. Outside on the veranda is a 7 seater hot tub. Access to the tub is via 4 wooden steps with hand rail and then over the rim of the spa and onto integral steps within.
- The changing room, shower and toilet are well lit with both daylight (via large windows) and bright energy saving overhead lighting.
- The chill out area is not well lit after dark although there is a light booster button that will raise light levels. During the day the full length windows provide good levels of light.
- Lighting throughout is automatic on entry or movement.
- The floor surface is non slip vinyl throughout, dark in colour and with pine walls.
- There is ample room in the chill out area to manoeuvre a wheelchair.

- The Spa is designed as a relaxation facility and is not a registered hydrotherapy pool. We have no hoists or lifts and there is no life guard on duty
- The Spa is located in a converted solid wood holiday lodge and as such is not subject to Building Regs.
- We believe however that our Spa should be available for all to use – and it is successfully used by a number of wheelchair users – and we will give as much assistance as possible to enable this to happen.
- We are always pleased to show prospective guests around the facility so that they can decide whether or not this is for them. If you would like a guided tour please let us know.

## Holiday Homes

- Our static park contains both owner – occupied holiday homes and static holiday homes or lodges for hire.
- Because of the layout of the park these units generally have a 3/4 wooden step set with hand rail on one side.
- Vehicle parking is allocated on each pitch next to the unit.
- The static park is serviced with water, electric and bulk (i.e. not bottled) gas. Electric and gas are metered and are charged to owners twice a year.
- Our letting units vary year on year as we sell and replace them but they always comprise of two bedrooms sleeping a maximum of 4 people, with shower room(s), lounge, kitchen and deck (or sometimes a paved patio area).
- We have a selection of holiday homes for hire where dogs are very welcome (please check on booking).
- Specialist holiday homes from various manufacturers are available to purchase to suit the specific demands and access requirements of customers.
- We do not currently have such a holiday home on our letting fleet but will consider this in future if there is sufficient demand to warrant the investment.
- There are paved footpaths leading from the roads to static units
- Most of the pitches for sale allow for ramps to be installed to aid access if required.
- Staff can advise on what pitches we have to offer so do please ask them.
- Our grounds are predominantly grass and grass cutting is undertaken on weekdays between 9am and 5pm. After cutting, grass is collected and not left.
- There is no formal lighting in the static park. This is because Powfoot is recognised as a light pollution free village – as part of the Clear Skies programme.

## **The Wigwam**

- In addition to our normal letting units (above) we also have a Wigwam. This is a timber built single room, rather like an upturned boat, that is sited on our Shoreside pitches.
- Designed and constructed by Wigwam Holidays, it is a heated alternative to pitching a tent and comes with a small fridge, kettle and microwave. We also provide pots and pans and crockery.
- Our wigwam is accessed via 2 stone steps without hand rail.
- Inside the wigwam is on the level and is set out as per the drawing below.
- The unit is well lit by means of roof lights and a low energy light fitting.
- The floor surface is light coloured wood and walls are pale blue between the pine beams.
- The unit is not plumbed in. Guests have access to the showers (above) and there is a water tap on the pitch.
- Low level bollard lighting is also on the pitch.

## Grounds, gardens and beach

- Our park adjoins the coast to the south (front) and spreads over 17 acres of largely flat land. We also own the 15 acre field behind the park that adjoins the golf course. This is where our Pets Corner is housed (Llamas, donkies, ponies, emus, etc).
- The distance from the main entrance to the shop / reception is approximately 4 minutes' walk along the coast road.

## Beach

- The foreshore is a **Site of Special Scientific Interest** and consists of rough grass and bog combined with steep hillocks (known as dubs). This is the most northerly breeding ground of the protected Natterjack Toad and we do all we can to keep the wildlife safe.
- Access to the beach is not advisable via the dubs. Instead there is a slipway from the council car park outside our main gate and we also own a private slipway that runs from behind the shop / reception block.
- Our slipway is some 25m in length, is made of concrete and has been in place for many years. With the shifting tides over the years the slipway has started to break in parts and the end has become a drop of some 12 inches onto the sand below. Given the protected nature of this area we are not permitted to alter this in any way.
- The top part of the slipway as it leaves the park is on an incline.
- Once off the slipway, the route onto the sand is usually via a pool of water. This can vary in depth from nothing to some 15 cm but is relatively easy to navigate. Again, given the protected nature of this area we are not permitted to alter this in any way. However, guests who do not want to get their feet wet should dress accordingly.
- The beach itself can vary from hard sand to sludgy quick-sand like mud, depending on the tides and the weather in general. We always advise caution on the beach but do recognise the attraction of the wide open space.
- At certain times of year the beach is used by wind and kite surfers. Be aware that they are silent and move fast.

- It is against the law for motorised vehicles (other than emergency services) to use the beach.
- The beach is hugely popular with dog walkers.
- Tide times are given on the shop window. This being an estuary, the tide can come in fast and in a circular movement – guests and owners must be aware of this danger.
- The other effect of our position right on the shore is that it can get very, very windy. We really cannot do anything about this! It is that position that brings the clear skies and the miles of open beach.

## Grounds

- We are on the Sustrans 7 cycle route and a public footpath goes through the park along the coast road and back behind the barns at the far end of the park. This is the start of some very pleasant walks (please ask at the shop for details).
- Guests, owners and hikers are free to walk through both the touring and static parts of the park, all roads are level and of tarmac or compacted hard core.
- Guests, owners and hikers may not walk between parked units – this is an invasion of privacy.
- The whole area was once a farm and this is still apparent from the layout of hedges and paths as well as the farmhouse (where we, the park owners live) and the barn complex – currently a private area for staff, workshop and animals.
- We are in the country. This means that sometimes it can be unbelievably quiet and at others you will hear the sound of farm machinery. Farmers of course have to work when the weather is right and that is not always between 9 and 5 on weekdays!
- We also grow some crop to feed the animals across the winter and sowing and harvesting also causes noise. We do our best to minimise this but are at the mercy of the contractors, to whom we are mere small fry! Please bear with us on this.

- Wide wooden gates form the back entrance of the park (no vehicular access) and the front or main gate is our barrier that comes down at dusk.
- Ample space is available for wheel chairs to travel around these security barriers.
- Litter bins and waste bins are located around the park.
- We do not have a dog exercise area for pets – if you have gone to the trouble of bringing your dog along then he is part of your family and we respect that. Dogs are very welcome and do **not** have to be on a lead – but **must** be under control. The owners must clear up after their pets of course.

## **Additional Information**

- We operate a programme of staff training and this includes disability awareness training.
- Water bowls are kept outside the shop and in our sales office for all dogs to use.
- We have an area where a mobility scooter can be charged, please us for details.
- Free wifi is available for all park users (not the general public) across the park. Please contact us for the access code. If, exceptionally, this is down (we are on the coast and the wind can affect the aerials) we will happily give you access to one of our hardwired pcs (out of peak busy times of course).
- Emergency numbers are listed on the shop window and on the park notice board (on the east side of the shop next to the campers kitchen).
- The nearest General Hospital with an A&E unit is 14 miles away at Dumfries (post code DG1 4AP) and the nearest Doctor's surgery is 4 miles away in Annan (post code DG12 6GT). Please contact us for further information.
- We can offer a list of nearby attractions and details of their Access Statements for information, where available.
- O2 and Vodafone mobile coverage is generally good in this area.

## **Website**

The Queensberry Bay Holiday Park website is built using current web standards. It complies to W3C standards for XHTML 1.0 Transitional, which means it will render correctly in all major browsers for all major operating systems, including Linux.

We have tried to make our site viewable to as wide an audience as possible. However, if you do encounter any errors we would be more than happy to rectify it. Please send the webmaster an email.

Queensberry Bay is committed to making our facilities available to those with disabilities - this also applies to our website. It passes Section 508 and complies to Priority 1 and 2 accessibility.

We are currently working on level 3 compliancy.

This means the website should be compatible with a screen reader. However, we stress that we have tested this site using automatic testing software and real world experience may differ. If you have any difficulties please email the webmaster for assistance.

This website is best viewed with JavaScript enabled. In the interests of accessibility the site has been designed to still function without JavaScript, albeit in a plainer format.

If you suspect that JavaScript is turned off, please check first your browser settings. If this fails to fix it, then the culprit is most likely your firewall such as Norton Internet Security or MacAfee Personal Firewall. Please consult the documentation for your firewall for information on enabling JavaScript.

## **Contact Information**

### **General opening season:**

<b>Spa, office and sales:</b>	5 January to 21 December
<b>Owners:</b>	1 January to 30 November
<b>Touring &amp; letting guests:</b>	1 February to 30 November

### **Reception opening times:**

<b>5 January to 28 February:</b>	10am to 4pm Mon to Sat
	10am to 3pm Sun
<b>1 March to 30 April:</b>	9am to 5pm daily
<b>1 May to 31 August:</b>	9am to 9pm daily
<b>1 Sept to 30 November:</b>	9am to 5pm daily
<b>1 December to 22 December:</b>	9am to 5pm weekdays

### **Spa opening times:**

<b>Sessions at:</b>	10am, 1pm, 4pm and 7pm daily
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### **An answering machine operates at all times.**

This also gives details of the emergency contact number. Please do leave a message and we will get back to you either when the office is next open or when we return to our desk – whichever is the sooner.

## **Telephone, Fax, Email**

<b>Telephone</b>	
<b>Park:</b>	01461 700205
<b>Spa:</b>	01461 700208
<b>Sales:</b>	01461 700368

<b>E mail</b>	
<b>Park:</b>	info@queensberrybay.co.uk
<b>Spa:</b>	info@powfootspa.co.uk

<b>Address</b>
Queensberry Bay Holiday Park

<b>Powfoot</b>
<b>Annan</b>
<b>Dumfriesshire</b>
<b>DG12</b>

## **Future Plans**

Although we have tried to be as accurate as possible and include as much detail in this statement, we are always willing to give information on any aspect of the park. We need your feedback to help us continuously improve so if you have any comments please phone 01461 700205 or email: [info@queensberrybay.co.uk](mailto:info@queensberrybay.co.uk).

Thank you.

John, Joanne and the Team