



**Accessibility Guide for Hendra Holiday Park**

[bookings@hendra-holidays.com](mailto:bookings@hendra-holidays.com), 01637 875778, <https://www.hendra-holidays.com/>

**Contact for accessibility enquiries: Rebecca Pearce ([rp@hendra-holidays.com](mailto:rp@hendra-holidays.com))**



## Welcome

Hendra Holiday Park is a 5\* family owned site nestled in the Cornish countryside, just outside of Newquay. Our long-standing site has been family owned since 1972, and remains the same today. We are within easy access of Newquay's golden sandy beaches and amazing local attractions.

There's plenty to do for all ages right here on Park. Enjoy a range of daily activities and spectacular entertainment every evening. Explore our amusements, play parks and indoor soft play. Splash around in our Oasis Fun Pools, with 3 flumes, river rapids, toddler pool and giant waterfalls! Or lounge around our outdoor pool (open end of May to end of August).

We can't wait to welcome you!

Watch the video: [Hendra Holiday Park](#)

## At a Glance

### Level Access

- The main entrance has level access with a ramp. The ramp is permanent.
- There is level access from the main entrance to:
  - Main Reception
  - The Beach House: Bar and Restaurant.
  - The Terrace Bar and Restaurant
  - The Venue (entertainment venue)
  - Oasis Fun Pools changing area
  - Oasis Fun Pools
  - Maple Field Public Toilet Block - Disabled Toilet
  - The Marketplace (On-Park Shop)
  - Amusement arcade
  - Henry's Playloft
  - General gardens around the park.
  - Outdoor Play Park
  - Skate Park

### Access with steps

- There are steps from the main entrance to:
  - Fish and Chips Takeaway
  - Dining Table
  - On-site launderette

### Hearing

- We have a hearing loop in Reception.

### Visual

- We have information in large print.

## General

- There is at least 1 public toilet for disabled visitors.
- Staff are available 24 hours a day.
- We have emergency evacuation procedures for disabled visitors.

## Getting here

Hendra Holiday Park

Lane

Newquay

TR8 4NY



## *Travel by public transport*

- You can get to Hendra Holiday Park by bus.
- There is a bus stop right outside the entrance of the park with connections to Newquay bus station. Newquay bus station has connections all over Cornwall, including to and from Newquay airport on a regular basis. There is also a train station in Newquay town centre with connections all over Cornwall. The bus stop is 0.0 miles / 0.0 km from Hendra Holiday Park.
- The bus stop is located right outside the entrance to the park.



## *Travel by taxi*

- You can get a taxi with Go2Cabs by calling 01637 222888. The taxi company has a wheelchair accessible vehicle.
- You can get a taxi with Yellow Cabs Newquay by calling 01637 871000. The taxi company has a wheelchair accessible vehicle.
- We don't provide transfer services but we can arrange for taxis to pick up guests and take them to and from the park.



## *Parking*

- We have a car park. There are accessible parking spaces. The parking is less than 50 metres from the main entrance. Parking is free.

- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. There is a permanent ramp.
- The path is sloped.
- The route is 1000mm wide, or more.

Entrance to the park from the road, with wide road access and places to manoeuvre with ease.



Wide tarmac road past reception building to the entrance roundabout.



Entrance roundabout with palm trees and flowers, and a wide tarmac road with easy access to the reception building and main park



Disabled parking spaces

## Arrival

### *Path to main entrance*

- From the street to the main entrance, there is level access.
- There is a permanent ramp.
- The path is 2000mm wide, or more.
- The path is sloped.

### *Main entrance*

- The main entrance has level access.
- There is a permanent ramp.
- The door is 2000mm wide.
- The main door is side hung and manual.



Reception entrance with wide, flat access and plenty of room to manoeuvre.

Lowered reception desk for wheelchair users.

### Getting around inside

#### *Main Reception*

- From the main entrance to reception, there is level access. There is a permanent ramp.
- The door is 1750mm wide.
- The check-in desk has a low section for wheelchair users.
- We have a large print accessibility guide to Hendra Holiday Park at the main reception.



Low section of the check in desk for wheelchair users.



Plenty of large windows to increase light in the reception.

### *Site facilities*

- We can help you with pitching.
- You can park next to your tent and caravan.
- We have caravans designed for wheelchair users.
- We have showers, with a seat.
- We have showers, with a handrail.
- We have a level access shower.
- The level access shower has a seat.
- There is a shower chair available.
- The level access shower has handrails.
- The toilets have handrails.

- The direction of transfer onto the toilet is to the left and right.
- There is 200.00 at the side of the toilet.
- There is 950.00 in front of the toilet.
- The toilet seat is 510mm high.
- The basin is 700mm high. The taps are lever operated. There is space under the basin, with no pedestal or boxing.
- These selections apply to our fully accessible Kynance holiday home with an accessible wetroom. We also have disabled toilets on site in all public areas with hand rails, adjusted toilets and accessible sinks.

Our Park Wardens are on hand to help every guest with pitching up their tent, campervan or motorhome and can provide additional assistance when required.



Accessible wetroom in our Kynance caravan with raised toilet, shower, shower seat, accessible sink, level access, sliding door.

Lever operated tap in the bathroom



Shower seat.

#### *On-site launderette*

- From the main entrance to the laundry, there is 1 step. There is no lift and no ramp.
- We have an iron and ironing board.

- We can provide additional assistance on request. Irons and ironing boards can be hired and delivered to the caravan. There are also dryers in the laundrette.



Our laundrette has wide walk ways.



### *The Terrace Bar and Restaurant*

- From the main entrance to the bar, there is level access. There is a permanent ramp. The route is 1500mm wide, or more.
- The door is 1500mm wide.
- The main entrance way has flat level access through double doors that easily swing open wide. There is also flat level access from the main pathway to the outside patio area, with double doors into the Terrace Bar.

Inside the Terrace Bar and Restaurant with well-lit areas, wide access between tables and wide doorways.

Flat entrance way with double doors that swing open easily.

Wide door access to the Terrace Bar and flat access to the outdoor seating area.



### *The Venue (entertainment venue)*

- From the main entrance to the bar, there is level access. There is a permanent ramp. The route is 1500mm wide, or more.
- The door is 1500mm wide.
- The entrance to The Venue is through automatic doors that open on arrival. The tables and chairs are spaced out to allow room to move throughout. The floors are flat throughout. A disabled toilet is on the same level at the end of a wide corridor.



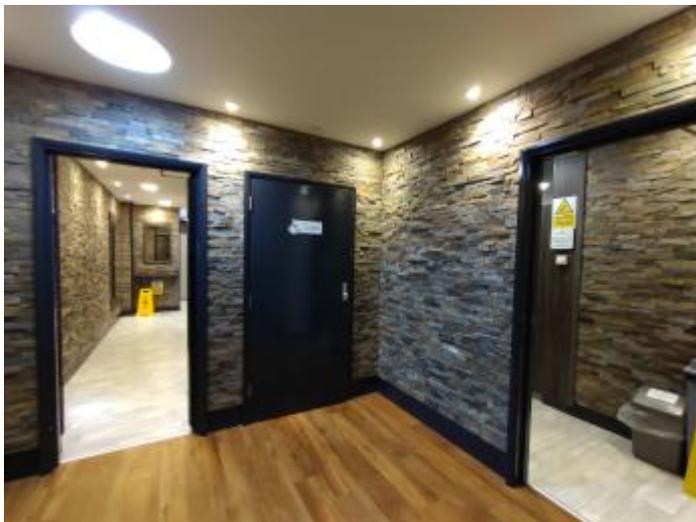
Entrance to The Venue with a ramp and automatic doors.



Inside the entertainment Venue with bright lighting, wide aisles and large spaces for movement.



Wide, well-lit corridor to the toilets.



Disabled toilet at the end of the corridor on the same level as The Venue.

### *Swimming pool*

#### *Oasis Fun Pools*

- From the main entrance to the swimming pool changing area, there is level access. There is a permanent ramp. The route is 1500mm wide, or more.

- The door is 1500mm wide.
- There is a wide changing cubicle, for wheelchair users.
- From changing area to the swimming pool, there is level access. There is a permanent ramp. The route is 1000mm wide, or more.
- The swimming pool has wide level access throughout. The disabled changing area has a changing table, handrails and an emergency button. The communal shower area is wide and flat. Aside from the main entrance way, there are no doors inside the pool. There is also a double door entrance into the pool directly from the outside if needed. To access the pool, there is a ramp into the water.



Pool reception with wide double doors and sloped level access.



Disabled changing area with changing table, shower seat, hand rails and emergency alarm.



Disabled toilet with handrails, accessible sink, adjusted toilet, and emergency alarm.



Emergency alarm in the toilet and changing area.

#### *Public toilet*

##### *Maple Field Public Toilet Block - Disabled Toilet*

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. There is a permanent ramp.
- The route is 1000mm wide, or more.
- The toilet door is 1500mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 800mm at the side of the toilet. There is 1000mm in front of the toilet. The toilet seat is 500mm high. The toilets have handrails.

- This public toilet block on Maple field is accessible via a double door which opens out to a width of 1500mm. The door is accessed via a ramp with a small lip on the base of the door.

The door to the toilet is 800mm wide. The space to the right of the toilet is approximately 800mm, and to the left (between the toilet and handrail) there is a gap of 250mm. There is a shower, shower seat and 5 handrails in this toilet including one on the back of the door.

There is also a separate toilet with baby changing, and a public area beside the public sinks with a baby bath.



Maple disabled toilet with handrails, shower, shower seat, toilet, sink and separate chair.



Family WC with baby changing table.



Baby bath with shower head.



Wide, well-lit walkways inside the public toilet block.

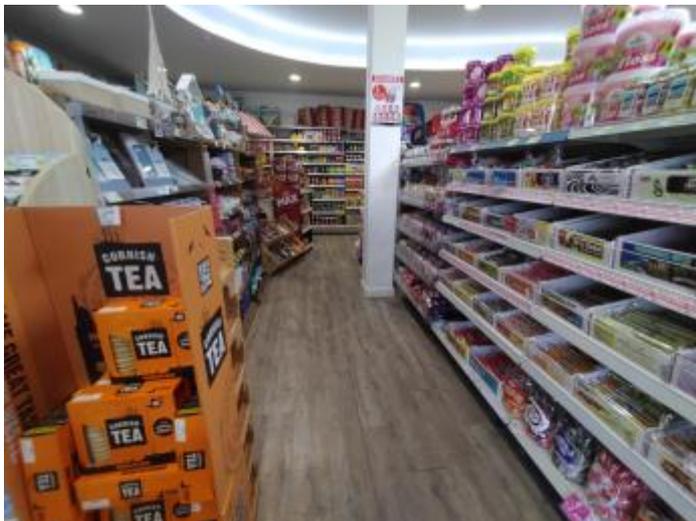
### [Shop](#)

#### *The Marketplace (On-Park Shop)*

- From the main entrance to the shop, there is level access. There is a permanent ramp. The route is 2000mm wide, or more. The door is 2000mm wide.
- The route through the shop is 800mm wide, or more.
- The level access entrance to the shop is through automatic sliding doors. The shop is well-lit and has wide aisles and moveable stands to allow for wheel-chairs to move through easily.



Entrance to the Marketplace shop, with automatic doors and a wide, ramped access.



Wide, well-lit aisles for easy access.

## † *Place to eat and drink*

### *The Terrace Bar and Restaurant*

- From the main entrance to the dining area, there is level access. There is a permanent ramp. The route is 1500mm wide, or more. The door is 1500mm wide.
- To get to a table, there are no steps.
- The menu is offered in large print.
- The route through the dining area is 800mm wide, or more.
- There is background music.

- The table and plates have high colour contrast.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free), nut free and vegan specific diets.
- The Terrace Bar has a wide, level access throughout with widely spaced tables and waitress service. We have a separate gluten free menu as well as vegetarian and vegan options. Upon request, our waitresses and chefs will do their best to cater for all dietary requirements, including dairy and nut allergies. Please notify us of allergens or intolerances on arrival.



The Terrace Bar, with wide walk ways, well lit, and accessible swing doors.



Accessible serving area.



Spacious and accessible eating areas.

Accessible serving area.

 *Place to eat and drink*

#### *The Beach House: Bar and Restaurant*

- From the main entrance to the dining area, there is level access. The route is 800mm wide, or more. The door is 800mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is background music sometimes.
- The table and plates have high colour contrast.
- We cater for vegetarian, lactose free (dairy free) and vegan specific diets.
- The entrance to this restaurant is through a single door, but there are bifold doors that can be opened up to a wide entrance way. There is 1 step into the restaurant.

There is a flat, level outside area that is easily accessed from the public footpath.

Beach House: Bar and Restaurant also provides takeaway options which can be collected from the restaurant.

- Please notify us of allergens or intolerances on arrival.

Bifold doors that can be opened up to a wide entrance way.



Wide areas to move around the tables (which also move easily)



**I** *Place to eat and drink*

### *Fish and Chips Takeaway*

- The route is 700mm wide, or more. The door is 800mm wide.
- From the main entrance to the dining area, there is 1 step. There is no lift and no ramp.

- To get to a table, there is 1 step.
- The dining area is self-service. There is background music sometimes.
- The table and plates have high colour contrast.
- The fish and chips takeaway is accessed by a small door (700mm wide) with 1 small step, and food is ordered at a high counter and made to order. Assistance with ordering can be provided on request and brought out to you. There is an outdoor seating area with picnic benches outside where you can wait for food to be made or sit and eat.

Please notify us of allergens or intolerances on arrival.



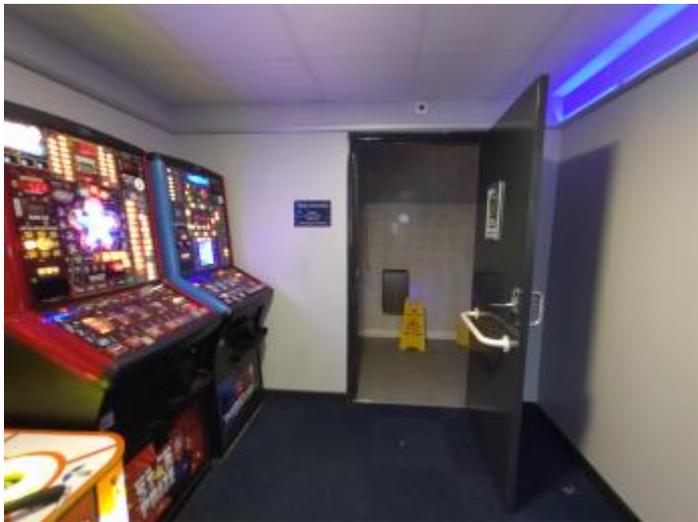
Fish and chips takeaway.

### *Amusement arcade*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1500mm wide, or more.
- The door is 1500mm wide.
- There are 3 indoor amusement arcades on park. Each is accessible via wide, level access entrance ways, and have plenty of room to move around inside. The indoor amusements that are adjacent to the Terrace Bar and Restaurant have a disabled toilet inside.



Ramped entrance to indoor amusements.



Disabled toilet inside the indoor amusements, with handrails and adjusted toilet and sink.



Indoor amusements with wide access around the machines.

### *Henry's Playloft*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more.
- The door is 1500mm wide.
- Henry's Playloft indoor play is accessible via a level access walkway and double doors. There is a smaller entrance way which is electronically opened via a member of staff to ensure the safety of the children. The playloft has plenty of spacious seating and a disabled toilet.



Flat access to Henry's Playloft.



Disabled toilet with baby changing table, bright lighting and adjusted toilet and sink.



Wide entrance to Henry's Playloft.



Electronic gated entrance into the playloft.

## Getting around outside

### *General gardens around the park.*

- From the main entrance to the gardens, there is level access.
- The route is sloped. The route is 2000mm wide, or more.
- All roads and pathways around the park, including to and from the toilet blocks and accommodation, are wide, flat and tarmacked to ensure ease of use. Please note that the park is on a gentle slope. A 5mph speed limit is enforced around the park to accommodate for anyone moving around the park without a vehicle. All path ways and public areas are well lit.



Flat, tarmacked roads and pathways to our lodges.



Flat, tarmacked pathways to our holiday homes with lighting.



Flat, tarmacked road leading through the main public areas - access for pedestrians only.

### *Outdoor Play Park*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 800mm wide, or more. The entrance is 800mm wide.
- The outdoor play park has a ramped access and a tarmacked pathway which leads through the park to the general eating areas and accommodation. There is plenty of lighting in this area and flat access.



Flat, tarmacked pathway through the play park.



Tarmacked play area with level access from the tarmacked pathway.

### *Skate Park*

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 1000mm wide, or more. The entrance is 1000mm wide.
- The skate park is flat and accessed via a ramp from the main pathway.



Entrance to the skate park via a ramp.

### **Customer care support**

#### *Accessibility equipment*

- We have a hearing loop in Reception.
- For a list of more items, please go to <https://independentlivingnewquay.com/>.
- Assistance dogs are allowed in all public toilets apart from the pool.
- We have an area to charge mobility scooters and battery powered wheelchairs.
- We have standard sockets that can be used for charging in all indoor areas.
- You can hire mobility equipment from Independent Living by calling 01637 498015.

#### *Emergency evacuation procedures*

- We have emergency evacuation procedures for disabled visitors.
- Each fire exit is accessible via wheelchair and there are specified wheelchair friendly fire assembly points.

### **Customer care support**

- We have information in large print.
- Staff are available 24 hours a day.
- We have a 24 hour security number which can be used for emergencies including first aid and assistance: 07967 852152

- We have other services for people with accessibility requirements.
  - Quiet hour in the swimming pool (on request).
- Outdoor and indoor activities for children that are accessible by wheelchair. Our Land Train (which rides around the park each morning with our furry mascots Henry and Henrietta Hippo) has an accessible carriage for wheelchair access.



Hendra land train which offers free rides around the park every morning.

Guide last updated: 04.02.26