

## Accessibility at Hendra Holiday Park

At Hendra Holiday Park, we want everyone to feel welcome and comfortable during their stay. Below is an overview of our accessibility features. If you have any questions or specific requirements, our team is always happy to help.

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### **Contact Us About Accessibility**

#### **Bookings:**

 [bookings@hendra-holidays.com](mailto:bookings@hendra-holidays.com)

 01637 875778

#### **Accessibility enquiries:**

 [hendramarketing@hendra-holidays.com](mailto:hendramarketing@hendra-holidays.com)

 <https://www.hendra-holidays.com>

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### **Welcome**

Hendra Holiday Park is a 5★ family-owned holiday park set just outside Newquay in the Cornish countryside. We're close to beautiful beaches and local attractions, with plenty to enjoy right here on park.

We're committed to making our park as accessible as possible and supporting guests with a wide range of needs.

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### **At a Glance**

- Step-free access to most main facilities
  - Accessible holiday accommodation available
  - Accessible toilets across the park
  - Hearing loop in Reception
  - Large-print information available
  - Assistance dogs welcome (except in pool areas)
  - 24-hour staff and security support
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### **Getting Here**

**Address:**

Hendra Holiday Park  
Lane, Newquay  
TR8 4NY

** Public Transport**

- Bus stop located directly outside the park
- Regular services to Newquay town, bus station and airport
- Newquay train station connects across Cornwall

** Taxis**

Wheelchair-accessible taxis are available:

- **Go2Cabs:** 01637 222888
- **Yellow Cabs Newquay:** 01637 871000

We don't offer transfers but can help arrange taxis on request.

** Parking**

- Free parking available
- Accessible parking spaces close to Reception
- Drop-off point at the main entrance
- Level, ramped access into Reception

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** Arrival & Getting Around**

- Step-free access into Reception via a permanent ramp
- Wide entrance doors
- Lowered check-in desk
- Hearing loop available
- Wide, tarmacked and well-lit paths across the park
- The park is on a gentle slope
- Assistance available with pitching, luggage and additional needs

Our team is available **24 hours a day**.

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** Accessible Accommodation & Facilities**

- Wheelchair-accessible holiday homes available
- Accessible wetrooms with:

- Level-access showers
  - Shower seats
  - Handrails
  - Disabled toilets located across public areas
  - Mobility scooter and wheelchair charging points
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## Eating & Drinking

### **The Terrace Bar & Restaurant**

- Level access throughout
- Spacious layout with wide aisles
- Large-print menus available
- Table service
- Special diets catered for, including:
  - Gluten-free
  - Dairy-free
  - Vegan
  - Nut-free

Please let us know about allergies or dietary needs on arrival.

### **Fish & Chip Takeaway**

- One small step at the entrance
- Assistance available with ordering
- Outdoor seating available

### **Always Sundae (Ice Cream Shop)**

- Level access
  - Large-print menu available
  - Special diets catered for
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## Entertainment & Activities

### **The Venue (Entertainment)**

- Level access with automatic doors
- Spaced seating for ease of movement
- Disabled toilet on the same level

## Oasis Fun Pools

- Level access to changing areas and pool
- Accessible changing room with:
  - Shower seat
  - Handrails
  - Emergency alarm
- Ramp access into the water
- Quiet swimming sessions available on request

### **Amusement Arcades**

- Step-free access
- Wide spaces between machines
- Disabled toilet available in selected areas

### **Henry's Playloft (Indoor Soft Play)**

- Level access
  - Spacious seating area
  - Disabled toilet with baby-changing facilities
  - Entry gate opened by staff for child safety
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### **Outdoor Areas**

- Level, tarmacked access to:
  - Outdoor Play Park
  - Skate Park
  - Gardens and walkways
- Well-lit paths throughout the park

### **Land Train**

Our free daily Land Train includes a **wheelchair-accessible carriage** and runs each morning with Henry & Henrietta Hippo.


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### **Additional Support**

- Large-print information available
- Hearing loop in Reception
- Quiet pool sessions on request
- Assistance dogs welcome (except pool areas)
- Mobility equipment hire available locally from **Independent Living Newquay – 01637 498015**

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## Safety & Emergencies

- Accessible fire exits and assembly points
- Emergency evacuation procedures in place
- 24-hour security and assistance line:  
 **07967 852152**

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## Accessibility Photo Gallery

Photos showing accessibility features such as entrances, accommodation, pool facilities and pathways are available in our **Accessibility Photo Gallery, available online**. <https://www.hendra-holidays.com/hendra-holiday-disability-accessibility-statement/>