

Accessibility Guide

Kingfisher Caravan Park

Sea Lane, Ingoldmells, Nr Skegness, PE25 1PG

Introduction

Kingfisher Caravan Park is a static caravan site occupying approximately 40 acres, and is owned and managed by East Lindsey District Council, with 726 static caravan plots.

All caravans on the Park are privately owned. Some owners rent out their caravans to holiday makers, but this is undertaken independently of the Site Office as the Council is not involved in the sub-letting of caravans.

The site facilities include a Site Caravan Sales Office, Shop, Children's Play Area, and a Launderette.

The Council works in partnership with the sales agents and grants them the sole right to sell new and used caravans during the licence period from mid-March to mid-November each year. The current sales agents can be contacted on Kingfisher Sales 01754-871454

Pre-Arrival

- The Park is situated in the centre of Ingoldmells on Sea Lane
- The nearest bus route is just outside the entrance road to the Park
- Most buses are the low threshold type with raised access kerbs
- Accessible taxis are available locally
- All documents are available in large print, Braille of another language by calling 01430-457377
- We accept telephone calls on 01507 613014 and emails at kingfisherpark@e-lindsey.gov.uk

Arrival and Car Parking Facilities

- Entry to the park is via a barrier system, which is operated by an access card issued to all licensees upon purchase of the caravan.
- Access to the reception area is from the tarmac car park next to the office via a gentle non slip slope.
- Speed ramps are situated throughout the park with a speed limit of 5 MPH

Main Entrance and Reception

The reception door opens outwards and is 830cm wide. A second door can also be opened which enables an access width of 1660cm.

- Staff are happy to assist with access if necessary
- There is ample room for a large wheelchair to manoeuvre and turn
- Seating is available in the office
- Tourist information literature is available free of charge

The Park Office is open from 9 a.m. to 5 p.m. (Monday to Friday) with effect from 1 March to the second Sunday in November. Throughout July and August, the Park Office is open from Monday to Sunday, from 9 a.m. to 5 p.m. and will also be open at the weekend preceding a Bank Holiday.

During the closed period, the Park Office is open from 9 a.m. to 4 p.m (Monday to Friday) and will close for the Christmas and New Year break from 24 December 2018 and 1 January 2019 inclusive. The site office will be open on Wednesday, 2 January 2019 between 9 a.m. to 4 p.m

Public Areas – General (Internal)

Not Applicable.

Public Areas – WC

Not Applicable

Restaurant/Dining Room, Bar & Lounges, Take Away & Café

Not Applicable

Laundrette

- Level Access with parking 3 metres away
- Seating provided
- Uniform fluorescent lighting
- 4 washing machines which will accept any coin denominations as follows:
£4.00 for 30 minute short wash
£5.00 for 1 hour 15 minutes 60 degree hot wash
- 4 front loading tumble dryers with 2 at lower level
Minimum £1.00 for 10 minutes dry
- Iron and ironing board are available for use from reception. A returnable deposit of £15.00 per item or £25.00 for the pair is required.
- Change is available from reception which is a distance of 75 metres away from the laundrette (no kerbs)

Shop

There is a shop in the centre of the park which is operated by an independent trader.

- Wheelchair access is available
- Opening hours are displayed but vary according to the time of the year
- Parking is available at the side and in front of the shop
- A low level counter is provided
- There is ample room for a large wheelchair to manoeuvre and turn

Treatment Room (s)

Not Applicable

Leisure Facilities

Not available on site – Licensees are able to use the facilities on the neighbouring site (swimming pool and club house) for a charge.

Outdoor Facilities

- A Children’s Play Area with 2 entrance gates measuring 85cm wide is situated in the centre of the park across the roadway from the shop
- Level surface
- Safety surface throughout
- Benches and picnic tables provided
- Tactile equipment with contrasting colours and clear reflective signage

Conference and Meeting Rooms, Banqueting, Clubs, Entertainment

Not Applicable

Bedrooms

Not Applicable

Bathroom, Shower Room & WC (En-suite or Shared)

Not Applicable

Self Catering Kitchen

Not Applicable

Caravans, Holiday Homes and Twin Units

- Parking for one vehicle available alongside each caravan
- Additional parking available in bays around the park

- Evacuation Procedures included within the Conditions of Licence booklet issued to each licensee

Touring Facilities (Holiday Parks)

Not Applicable

Boats – Narrow Boat, Cruiser and Hotel Boat

Not Applicable

Attractions (Displays, exhibits, rides etc)

- Village Centre – 10 minute walk
- Fantasy Island Theme Park – 5 minute walk
- Beach – 10 minute walk
- Butlins – 5 minutes by car or bus
- Skegness – 15 minutes by car or bus
- Hardy's Animal Farm – 1 mile
- Skegness Stock Car Stadium – 10 minutes by car or bus

Grounds and Gardens

- Park area is approximately 40 acres in size
- Mainly laid to grass with tarmac roadways
- Shrubbed areas
- Variety of trees
- Clear signage throughout
- Animals on the Park and on caravan veranda must be kept on a lead at all times. Leads must not exceed 2m in length. Extendable dog leads are not permitted. Dog bins must be used for dog waste.

Additional Information

- CCTV covers all main entrances, exits, reception, play area and the shop
- Dogs are permitted in caravans at owners' discretion
- Gas bottles can be purchased via the Caravan Sales office or by calling 01754-871454
- A public walkway runs through the park to the neighbouring site

- There is a No Smoking policy throughout all buildings on the park
- Staff attend regular awareness training sessions
- A security team patrol the site between 6.00 p.m. to 8.00 a.m. daily and are contactable on 07919-108572

Contact Information

Kingfisher Caravan Park - 01507 613014

Sea Lane, Ingoldmells, Skegness, Lincs, PE25 1PG

Park Manager – Mrs Pat Pollard

Email : kingfisherpark@e-lindsey.gov.uk

When the Site Office is closed

Weekend assistance can be made on **07917 438333**

between 8 a.m. and 4.30 p.m.

All **security** issues can be made on **07919 108572**
Security patrols are undertaken from 6 p.m. to 8 a.m.

Out of hours Emergency : 01507 601111

Contact the Out of hour Emergency for matters relating to underground drainage, water supply, main power failure or other major incidents. This DOES NOT include exchange of gas cylinders or access of caravan keys.

Useful Numbers

Emergency Services : 999 / 101

Medical Assistance – 111

Socials Services

Adult – 01522-782155

Children – 01522-782111

8.00 a.m. to 6.00 p.m. Monday to Friday (except Bank Holidays)

Out of hours Emergency – 01522-782333

Learning Disabilities Services – 01205-369215

This information is also available via the Lincolnshire County Council website - www.lincolnshire.gov.uk

Local Equipment Hire :

- Seacroft Mobility – 01754-762916
- People First (Mobility Aids) – 01754-898883
- Rentabuggy.co.uk / 07513-667201 (Baby Equipment hire)

Local Public Transport

Traveline – www.traveline.info / 0871-200-2233

Stagecoach – www.stagecoachbus.com

Stagecoach Lincolnshire

Email Address:

EASTMIDLANDS.ENQUIRIES@STAGECOACHBUS.COM

Telephone:

0845 605 0 605 Monday to Thursday, 0830 - 1700. Friday 0830 - 1600

Disability Helpdesk:

Tel: 01522 580515

Email: LINCOLNSHIRE.DISABILITYHELPDESK@STAGECOACHBUS.COM

Local Taxis

Red Cabs : 01754-765555 (Wheelchair Friendly)

Rick's Taxis : 01754-764444 (Wheelchair Friendly)

AtoZ Taxis : 01754-761791 (Wheelchair Friendly)

4000 Taxis : 01754-764000

A2B Taxis : 01754-761761

A full list is available from reception

We welcome your comments to help us continuously improve our Park. If you have any feedback please call us on 01507 613014 or email kingfisherpark@e-lindsey.gov.uk Thank you.