



Accessibility Statement, Polmanter Touring Park

At Polmanter, we're always working towards making our campsite welcoming and accessible for all our guests.

Here's a guide to the facilities at Polmanter. If you have any questions or if there's anything we can help with before your stay, please call or email us (contact details at the end of the document).

We're committed towards continually improving our accessibility; so if you have any feedback or suggestions, please let us know.

Pre-arrival

We understand that guests often prefer to travel later in the day or overnight to try to miss the worst of the traffic. For this reason, we have an arrivals field that you are welcome to use from 10pm on the night before arrival.

New arrivals can check in at reception from 9am each morning (8.30am in peak season), and we generally have pitches ready for new arrivals by 11am.

Arrival and parking

New arrivals have a dedicated grass car park near the entrance. This is about 200m from Reception.

If you have any mobility difficulties, when you are ready to check-in, please drive towards Reception, and you'll see a sign to the right pointing to the Visitors' Car Park (grass and hard standing). Please park here while you check in. We'll then direct you to your pitch.

Pitches

The campsite is either flat or gently sloping, with tarmac access to most areas. The grassed unserviced pitches are up a shallow hill.



If you have a specific pitch requirement (such as near the amenity blocks), have a look at the map on our website and contact us to reserve it. We'll always try to make sure you get your preferred pitch or a similar one if your first choice is already reserved

Shop and Reception

The Reception building has level access, and is the best place to go for advice and assistance with any accessibility queries, including great tips on places to visit locally.

Reception door width: 67cm / 135cm wide (single/double doors)

The shop has a ramped entrance. The current ramp is a bit steep – we're building a new shop for 2018, which will be fully accessible. In the meantime, if you need any help with your shopping, please just ask one of the shop's team.

Shop door width: 72cm wide

Accessible toilets and showers

Each of our three amenity blocks has a dedicated accessible shower room, with shower, toilet, basin, mirror, bench and handles.

	Levant	Morvah	Consols
Door to building (width in cm)	85 single door / 171 double door	85 / 171	85/171cm
Door to shower room (width)	83	87	81
Basin height:	74	71	73
Height of in-shower seat	55	49	50



Family Shower Rooms

There are also large shower rooms available, which include a shower, toilet, basin and bench seating in one room, which we know from experience makes using the facilities with a young family, makes much easier!

These rooms are also great for anyone who needs additional space or privacy for any other reason.

	Levant	Morvah	Consols
Door to building (width in cm)	85 single door / 171 double door	85 / 171	85/171cm
Door to shower room (width)	70	67	77
Basin height:	80	82	82

Baby Bathrooms

We know that the youngest members of the family are often not keen on being showered, and so we have created convenient worktop-height baths suitable for bathing babies and toddlers . The rooms also have a useful space for nappy changing and dressing; a nappy bin, toilet and a safety seat.

	Levant	Morvah	Consols
Door to building (width in cm)	85 single door / 171 double door	85 / 171	85/171cm
Door to shower room (width)	70	67	77
Basin height:	80	82	82



Main Washroom Facilities

We've made sure that all the washing facilities are as easy to use as possible. They're well-lit and have level access, and we've made sure that there are helpful little touches such as easy-to-use door locks and mirrors at varying heights.

	Levant	Morvah	Consols
Door to main toilet and shower cubicles (width in cm)	78	78	78
Basin height (cm):	81	80	81

Other facilities

The launderette, washing up rooms, freezer room and waste disposal points all have level access. If you have any specific requirements (you may need to charge an electric wheelchair for example), please let us know.

We have a freezer room in Consols amenity block for guests to freeze their own ice-packs, and there are dish-washing facilities at each amenity block.

	Levant	Morvah	Consols
Dishwashing room door (width)	79	78	79
Sink height:	90	89	90
Freezer room door (width) with shelving at various heights	-	-	78

Laundry Room

There is a clear sign explaining how to use the machines. We have coin-operated front-loading washing machines and tumble dryers. If you need any assistance, please see Reception.



Launderette door width: 83cm wide

Height of washing machines: Door: 80cm high, controls 115cm high. Adjustable height ironing boards.

Water, waste and recycling

Drinking / waste water points, and general waste / recycling points are situated at regular intervals across the site, so no pitch is very far from these key facilities.

We try to reduce our environmental impact as much as possible, and are grateful to guests who use our recycling facilities to support us in this.

Chemical toilet disposal facilities are available at each amenity block, and motorhomes have a dedicated drive-in station for emptying waste water or refilling fresh water tanks.

Restaurant and bar

The conservatory and bar have level access and wide doors, plus a disabled toilet and baby changing facilities.

If there's anything we can do to help with individual diets or sensory needs, please let the restaurant and bar staff know.

For child safety reasons, the door access button to the soft play area is above toddler height; please ask a member of staff if you require assistance.

Door to conservatory: 78cm wide single / 154cm double

Doors from conservatory into bar: 166cm wide

Door to swimming pool area: 106cm wide

Doors to take away: 77cm wide

Door to soft play area, leading to accessible toilet: 72cm /140cm (single/double) wide.

Door to disabled toilet: 94cm wide

Basin height: 71cm high



Leisure facilities

Outdoors, the playgrounds, tennis courts, and pitch and putt all have level access. The sports field is up a slight slope but is then a large, flat grassed space.

There are two steps to the pool area; however there is a level route through the restaurant's conservatory. If you ask a member of the reception team, they can arrange for this access for you. Please note: there's no lifeguard cover for the pool.

The indoor soft play area has an accessible toilet and unisex baby changing facilities. For child safety reasons, the door access button to the soft play area is above child height; please ask a member of staff if you require assistance.

The games room is in an old farm building with a steep external staircase. Let us know if there's any

Our new spa treatment rooms spa are accessed by 3 steps from the main entrance, whoever reception staff can guide you to level access which has been provided from the rear of the building if steps are a challenge for you.

One of our treatment rooms is equipped with an adjustable couch, please let your therapist know at the time of booking if this would be helpful for you.

Door width: 75cm

Family facilities

Young families have their own particular needs, as we've learned from experience! There are special baby and toddler baths in the amenity blocks, and large shower rooms for families with older children. We've provided plenty of places for children to let off steam and play (with adult supervision, please), and we'll always do our best to accommodate any specific food requests in the restaurant.



Autism friendly holidays

Many of our guests have some level of sensory difficulty; if this is you or one of your party, we want you to feel comfortable and relaxed at Polmanter.

Please let us know if you have any specific requirements, and we'll do everything we can to assist. Colleagues from all areas of the campsite are here to help, and we're aware that the restaurant in particular is a place where a bit of extra support is appreciated.

For advice on good places to visit in Cornwall, please ask at Reception. For example we can help with advice re quieter beaches, and safe places to let off steam such as the local trampoline park. We can also direct you to fantastic local outdoor spaces such as Tehidy Woods or Heartlands, which can be less crowded and a pleasant alternative to the bustle of St Ives.

Transport links

Polmanter's dedicated bus service can take you straight into the centre of St Ives, cutting out any need to park in the town and beaches during busy periods. The bus leaves from the campsite entrance, (200m from Reception), and drops you in the town's 'Royal Square.'

The bus has low-floor access, and accommodates dogs, wheelchairs and pushchairs (though at busy times you may find you need to collapse your pushchair to squeeze on unless you are early!)

If you need a wheelchair or pushchair-friendly taxi, we have details at Reception, or you can usually find one at the taxi rank in St Ives, next to the Royal Cinema and opposite the Royal Square bus stop

An up to date bus timetable is provided in our "What's on" guide that you will receive at check-in, displayed at the bus stop and on our website ([link](#)). The service runs from late April to early September.



Medical support

Our local GP surgery, The Stennack Surgery in St Ives has a minor injuries unit, and will see patients who are here on holiday. You can contact them in advance if you have any ongoing medical needs. There is a small hospital in nearby Penzance has a 24-hour Urgent Care centre and the larger district hospital is 20 miles away on this side of Truro with full range of medical, emergency and maternity services.

The Stennack Surgery: 01736 793333

Please contact us in advance if there is anything that you might need from us to help keep well during your stay – for example, we can arrange for our shop staff to store medication that requires refrigeration.

There is always someone on duty at Polmanter in case of emergencies – they can be contacted through our main reception, farmhouse or assistant manager’s reception, or the night warden’s mobile phone 07858 367838.

In case the unthinkable occurs, we also have an automated defibrillator in reception

Dogs

We welcome up to 2 well-behaved dogs per pitch, and they may join guests in our reception, bar, conservatory and ‘beer garden’ areas.

We ask that dogs are kept on a lead at all times on site, however we have a large enclosed field where dogs may be exercised off the lead, and our reception team can direct you to other fantastic walks from the site where they can stretch their legs.

We only allow assistance dogs in amenity blocks, children’s indoor and outdoor play areas, the swimming pool and shop. We have ‘dog parking’ hooks throughout the site so that your dog may be secured safely if you need to leave them, but we ask that dogs are not left unsupervised in caravans or vehicles.



Smoking

We ask guests to refrain from smoking in shared areas including reception, bar/conservatory and beer garden, children's play areas and amenity blocks.

Information about Polmanter

Our printed information leaflets are available in larger printed versions - please ask at Reception. We've tried to make all our on-site signage as clear as possible, and use symbols as well as words. If there's anything you need to ask, please contact us.

This website has been designed to meet (and exceed) current UK accessibility legislation and international guidelines, but if there's anything else that you need, please give our reception team a call.

Contact details

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St Ives
Cornwall

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