



Martha's Orchard Access Statement

Our disability access statement allows our business the opportunity to describe to our customers the standards of access available on Martha's Orchard.

The aim of our access statement is to give a succinct description of the facilities available on Martha's Orchard and also in the local area. We use this approach because it avoids categorising disabled people and offers the opportunity to give a broad and comprehensive view not only of Martha's Orchard, but also the local area and attractions. The information is being made available through a link from our website and through reception.

Please note that in the event of a complaint being brought against us, the Access Statement will be used as evidence of activity now and in the future in addressing the Equality Act.

Pre-Arrival

We offer telephone, fax, email and postal correspondence and are also more than happy to accept calls through the TextDirect and TypeTalk services.

Our website has been tested to conform to Level A of the W3C Web Content Accessibility Guidelines 1.0, including all Priority 1 checkpoints defined within the Guidelines.

A copy of this access statement is available in large print and via post, fax or email upon request. We have one wheelchair, available for hire. Please contact us beforehand if you need to hire a wheelchair. Other wheelchair and electronic scooters can be hired, but this needs to be arranged well before your arrival. To do so, contact Tremorvah Industries, Unit 8, Threemilestone Industrial Estate, Truro TR4 9LD. Telephone: 01872 324 340. Email: enquiries.tremorvah@cornwall.gov.uk for more details.

Our staff, are always happy to discuss our facilities and your concerns even before a booking is made. Please do not hesitate to ask. All our lodges are single-storey with no stairs or lifts.

Public Transport

- Bus: There is a limited service only. A timetable is available in Reception. The nearest bus stop is opposite Constantine Bay Stores (less than 100 metres away).
- Train: The nearest station is Newquay (14 miles), but this is a branch line with a limited service.
- The nearest mainline station is Bodmin Parkway (16 miles).
- Plane: The nearest airport is Newquay International (12 miles).
- Taxi: A list of operators is available in Reception.
- Please note: We do not offer any collection service from local public transport links.

Reception

- The entrance to Reception is via an extra wide door. It is level throughout and entirely accessible to wheelchairs.
- The Reception parking bay is extra wide.
- Most Reception staff are "Welcome All" trained and further assistance from all staff is always available upon request.
- The opening hours are 9.00am–5.30pm



Public Areas

- The site is on level ground.
- Guide dogs, hearing dogs and assistance dogs are accepted in all areas.

Houses and Lodges

- We have one lodge with a ramp access and both houses have wide access front doors that may suit elderly or some disabled customers.
- Our lodges and houses are not designed to accommodate persons who require hoists or those persons that cannot be lifted from a wheelchair to the bedroom areas.
- All lodges are level inside with no steps but with narrow corridors.
- All lodges and houses are fitted with smoke detectors and a fire blanket/extinguisher.
- All lodges and houses are non smoking.
- Subtitles are available on all TV's and all TV's have remote controls.

Grounds and Gardens

- Martha's Orchard has a large sensory garden situated on level ground with seating.
- A level brick paved road runs through the centre of the development which is illuminated at night with low level energy efficient lighting.

Additional Information

If at any time assistance is needed, our Reception staff will only be too willing to help. Please do not hesitate to ask. Alternatively, staff can be contacted via the 24hr emergency number.

A 24hr emergency phone number is provided upon arrival should you ever need to contact a member of staff in an emergency. This phone number can also receive text messages. Full lists, including contact details, of local care, medical and service providers and hire companies are available in Reception. Wifi is available throughout the site. Bring along your device, connect to the wifi network and follow the instructions.

Phone numbers for taxi firms with wheelchair accessible vehicles are available in Reception, with a taxi pick up and drop off point adjacent to Reception.

Contact Details

Martha's Orchard

Constantine Bay
Padstow
Cornwall PL28 8JQ

Telephone: 01841 520 550

Email: hello@marthasorchard.co.uk

Website: www.marthasorchard.co.uk

We have tried to be as accurate and as thorough as possible when describing our site and facilities in this access statement; however if it does not answer your particular question or if you require any further information regarding our site and facilities please do not hesitate to contact us. For specific requirements on accessibility please email: hello@marthasorchard.co.uk