

Accessibility Guide

Pembrey Country Park



Outdoor Recreation Service



Welcome

We've done our very best to make Pembrey Country Park wheelchair and disabled access friendly with landscaped paths and ramps. But please note we're a rural attraction spread over 520 acres.

The Accessibility statement identifies the physical adaptations and management measures provided through all areas of Pembrey Country Park to facilitate access to all.

Every effort has been taken to make this guide as comprehensive and accurate as possible and it is reviewed and updated regularly. However, in line with our commitment to continuing improvement with respect to access for all, the level of provision may be subject to change. Also due to breakdown, maintenance or other unforeseen eventuality, measures may be temporarily unavailable at some time.

If you require clarification on any aspect of this document or if any adaptation is of particular importance to the enjoyment of your visit, please contact the visitors centre on 01554 742435 to confirm details. Please read the Accessibility Statement for more information on our policy.

Contact for accessibility enquiries:

camp Pembrey@carmarthenshire.gov.uk

Tel: 01554742435

www.pembreycountrypark.wales

At a Glance



Hearing

- We do not currently have a hearing loop in all public areas throughout our facilities.
- A hearing loop is available at the Ski & Activity Centre at the reception desk.
- All staff have had disability awareness training.

Visual

- Glass doors and full-height windows have contrast markings.
- The walls and the doors have high colour contrast.
- The menu is available in large print

Additional support

Accessibility equipment

- We do not have a hearing loop in all public areas throughout our attraction.
- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- In the case of an evacuation, all customers inside will be led to safety by a member of the team or by a member of the fire brigade.

Customer care support

- All staff have disability awareness training.
- Some staff have BSL training.
- We have information in large print.
- All information is provided bilingually – Welsh and English

Getting here

Pembrey Country Park
Pembrey
Carmarthenshire
SA16 0EJ

Pembrey Country Park has excellent road links. Situated just off the Main A484 road between Carmarthen and Llanelli. The M4 junction 49 is just a short drive to the east of Llanelli (approx. 30 minutes away) and the A40 covers the approach west and north of Carmarthen

Parking

- Pembrey Country Park has a new barrier system in place with a Vehicle Number Plate Registration (ANPR) system.
- Payments can be made at any of the 3 new pay stations situated at: Beach Entrance, Ski & Activity Centre & Log Cabin before you exit the park
- All Pay Stations are clearly marked and will accept card, contactless and cash payments
- All pay stations are level access, and a low-level display screen/coin slot and card payment for
- Parking is available throughout the park. Tarmacked carparks can be found along the far side of the park along the dune systems. Carparks 1 and 2 offer level access tarmacked paths that lead to the main beach entrance, the beach hut and hardcore path to the bird hide ponds and woodland trails.
- Disabled parking is provided near Yr Orsaf restaurant facility (see specific information relating to Yr Orsaf)
- Disabled parking is provided near the Ski & Activity Centre (see specific information relating to the Ski & Activity Centre for further information)

Ski & Activity Centre



- The Ski Slope at Pembrey Country Park is one of the only remaining dry ski slopes in Wales. If you are an experienced skier or a beginner there is something to suit everyone. A range of activities are available at the Ski & Activity Centre, including Frisbee golf, adaptive skiing, adaptive bicycle hire and crazy golf. 1-1 and group instruction is available for the dry ski slope. All instructors are DSW qualified and 1 is BASA qualified

You can book or check availability by calling 01554 834443.

Main entrance

- The main entrance has ramped access.
- The door is 840mm wide.
- The main door is sliding and automatic.

Lift

- We have 2 lifts located at the Ski & Activity Centre.
- You can get a lift to all areas.

Lift 1.

- Access to the lift, is via the main entrance and on the ground floor of the Ski & Activity Centre.
- The main entrance is located near the carpark and is accessed via a ramp.
- The main entrance doorway is automatic.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- The lift provides access to the ground and first floor levels of the Ski & Activity Centre. The lift serves the toboggan, reception area, ski slope, outside terrace, ski café, meeting room and staff office.

Lift 2.

- Access to the lift is from the first floor of the Ski & Activity Centre, outside the rear doorway onto the level access decked viewing/eating area.
- The doorway to the outside is not automatic. It opens by pushing and will lock in place when opened fully. A member of staff will assist if required
- The lift provides access to the lower viewing area for the dry ski slope, terrace and to the ski slope itself.

Public toilets

- There are 2 public toilets for disabled visitors situated at the Ski & Activity Centre. 1 in the men's toilet and 1 in the ladies toilet.
- Both disabled toilets are located on the ground floor of the building, with level access
- From the main entrance to the public toilet,
- The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.

Changing Places facility

Located on the ground floor within the Ski & Activity Centre is our changing places facility

Facility features

- Bench - Height Adjustable, Adult Sized, Free Standing
- Hoist - Ceiling, Loop
- Peninsular Toilet
- Non-Slip Floor
- Floor Space (sq. m) - 13
- Emergency Alarm
- Privacy Screen
- Paper Roll
- Managed
- Accessible Shower
- Colostomy Shelf



Activities

- There are a range of accessible activities available for hire at the Ski & Activity Centre. We recommend that any equipment is pre-booked to ensure availability at busier times by calling 01554 834443
- All instructors are DSW qualified and 1 is BASA qualified

Adaptive Skiing

- Sitskis

Adaptive Cycling

- Quad
- 4 seaters
- 2 seaters
- Trikes
- Tandems
- Ramp bikes
- Duets
- Hand Bikes
- USS Recumbants



Beach Access

- Beach Wheelchair Sandcruiser All terrain chair – available from the beach kiosk during peak season



Adventure Golf

- The Adventure Golf area is fully accessible to wheelchair users.
- It can be accessed by a ramp through the golf wooden cabin.
- Pathways are coloured to contrast with the surrounding grass surface
- All pathways leading to each hole are of textured concrete
- Extended ball grabber and adaptive clubs are available if required

Playgrounds

- Playgrounds are situated near the miniature railway and can be accessed via a hardcore wide trail from a tarmacked carpark.
- Access to all is through a spring gate with slip latches. The gates are 800mm wide
- The flooring within the playgrounds are a combination of safety flooring and sand
- There are a range of accessible play equipment

-  **Public toilets**

- The nearest accessible toilets to the playground are located in the carpark of the miniature railway.
- Access to these toilets are level, from textured concrete carpark
- The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.



National Closed Road Circuit

- The circuit provides a safe, traffic-free environment for coaching and training sessions.
- New purpose built, off road facility in a safe environment, 1.9km long circuit and 6 meters wide tarmac surface designed to British Cycling standards
- Members of the public can access and use the circuit free of charge (subject to the conditions of use) when no bookings have been made.
- Limited parking is available adjacent to the entrance to the closed road circuit on grass.
- Access to the closed road circuit is level and smooth tarmacked through a gate suitable for adaptive bicycles.
- The nearest accessible toilets are at the Ski & Activity Centre (please see statement for Ski & Activity Centre for more information)



Miniature Railway

Pembrey Miniature Railway is run and managed voluntarily by the Llanelli and District Model Engineers, who are made up of engineering and railway enthusiasts. Please contact them direct on 01554 770867 for more information.



Place to eat and drink

Yr Orsaf

Yr Orsaf is situated near the campsite serving beautiful breakfasts, lovely lunches and delicious dinners. Yr Orsaf also has a licensed bar. You can book a table by calling 01554 742435



- Access to Yr Orsaf is level from a tarmacked disabled parking area. Level access continues onto tarmacked front terrace area that leads to entrance doors at front of building.
- The entrance doors have level access through double opening automatic doors.
- Yr Orsaf is a seated service restaurant, with orders placed in person at the bar area located at the end of the building.
- The bar area has a lowered area for wheelchair access.
- Friendly and helpful staff are happy to take orders at tables when possible and where assistance is required.
- Lighting is bright with LED spotlights. Lighting may sometime be subdued during the evenings.
- Information screens are bright and not loud.
- Double 'pull' doors lead from restaurant to function room Cedar
- All signage within and around restaurant are low level and in Braille
- A large print or menu is available on request.
- The tables and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, vegan and gluten free (celiac) specific diets.
- With advanced notice, all dietary requirements can be catered for. We also provide soya milk for coffee, tea and hot chocolate.
- Assistance dogs are welcome. We will happily provide fresh drinking water if required

Public toilets

- Accessible toilets are available through a single 'pull' door from the restaurant. Staff are available to assist if required.
- The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.
- Accessible toilets are also located outside Yr Orsaf Building on the side nearest to the carpark and campsite.
- Access to these toilets are from level tarmacked carpark and slight ramp leading to a 'pull' handle door
- The external door is 800mm wide
- The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.

Beach Kiosk

If you fancy a cool down with a beverage, or Marios Ice Cream. A small selection of beach essentials are also available to purchase. The beach Kiosk is open in high season only.

- The Beach Kiosk is situated near the main access to the beach.
- Tarmacked Carparks 2 and 3 are the nearest to access the main access to the beach and the beach kiosk.
- Pathways are wide and tarmacked, with slight inclines to and from both.
- There is level paved access to the kiosk.
- The service counter is approx. 1.6 meters high.
- Helpful and friendly staff are happy to come around the counter to communicate if needed, or to hand products to you/take payment from you.

Public toilets

- Disabled toilets are located adjacent to the beach kiosk, next to the entrance to the ladies toilet.
- Access to the disabled toilets near the main beach entrance is level from a block paving surface.
- The external door is 800mm wide
- The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet. There are baby changing facilities within this toilet.

Ski Café



- At the Ski & Activity Centre is a counter-service coffee shop serving freshly filled paninis, wraps, jackets potatoes snacks and hot and cold drinks. Ideal for refueling before tackling the slopes.
- Orders can be placed at the counter which is approx. 1 metre high. A lower level drop down counter is also available if needed.
- Helpful and friendly staff are happy to come around the counter to communicate if needed, or to hand products to you/take payment from you.
- The Ski café is situated on the first floor of the centre.

- Access to the lift, is via the main entrance and on the ground floor of the Ski & Activity Centre.
- The main entrance is located near the carpark and is accessed via a ramp.
- The main entrance doorway is automatic.
- The lift says the floor number at each floor.
- The lift buttons have raised numbers or letters.
- The lift shows the floor number, at each floor.
- The lift provides access to the ground and first floor levels of the Ski & Activity Centre. The lift also serves the reception area, ski slope, outside terrace, ski café, meeting room and staff office.

Visitors Centre



The Visitors centre is located at the end of the restaurant building, Yr Orsaf and is open from 10:00 to 16:00 daily. At the Visitor Centre, you will find general Park information, including maps, information about the local area, restaurant bookings, campsite bookings and queries. You can also book a table at the restaurant or purchase a season parking permit and make a complaint or compliment.

- The entrance is accessed via a tarmacked path from disabled parking area to an automatic door, with sufficient room for wheelchair access.
- The inside area has space for a wheelchair; however, the area may become congested when busy.
- The Customer services assistant sits behind a counter of approx. 1.6 meters, with a low-level counter adjacent if required.
- An Induction Hearing Loop is available.
- All signage is low level with Braille

- There is no toilet within the Visitor Centre. The closest accessible toilets are located at the other end of the building, via tarmacked pathway or in Yr Orsaf

Campsite



Pembrey country park campsite is the ideal location for a relaxing break away set within 500 acres of natural beauty. Given its location and natural surroundings it offers a perfect setting for caravan and camping holidays with its tranquil setting of being in a woodland environment and Cefn Sidan Beach. Pembrey Country Park is a haven for explorers, walkers, and cyclists. With fantastic family and disabled facilities, our campsite caters for everyone

The park caters for all types of camping, including tents, trailer tents, motorhomes, campervans, with a total of 320 natural grass pitches, including electric, non-electric and fully serviced (with electric grey waste and water point).

We also offer seasonal pitches which includes 2 options of either a full season or summer season.

Bookings can be made online by visiting www.pembreycountrypark.wales/campsite in person at our visitors centre, or by calling 01554742435

Check in is after 1pm and before 8pm. Checkout is 12pm

Pre-arrival

- We are happy to communicate via telephone, fax, skype, email and postal correspondence.
- A copy of this access statement is available in large print and via post or email upon request.

- Our staff are always happy to discuss our facilities and your concerns even before a booking is made. Please do not hesitate to ask.

On Site

- Parking is permitted on each touring/camping pitch.
- Staff are more than happy to advise on the location of pitches and suitability for your requirements on enquiry.
- The main camping area comprises a 7-acre flat field and all our facilities within the main public areas have level access and extra wide doors.
- Guide dogs, hearing dogs and assistance dogs are accepted in all areas free of charge
- The main road through the site is surfaced with tarmac.
- Ancillary lighting is provided throughout the campsite along roadways and leading to the facilities.
- A 24-hour emergency phone number is provided upon arrival should you ever need to contact a member of staff in an emergency.
- Large 1100 litre general and recycling wheelie bins are provided for waste. A member of the team will be happy to help if you need assistance with these.

Facilities

There are two toilet and shower blocks on the campsite. One is near the main entrance to the campsite (Block 1) and one at the bottom of the campsite (Block 2)



Block 1

- This facility is accessed by tarmac road, onto textured concrete.
- It has wide entrance doors and is level throughout.
- It is well-lit and open 24 hours a day.
- This block offers separate ladies and gents facilities. Both have disabled toilets.

- The external door is 800mm wide
- The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet.
- There is a spacious, under cover washing up area. The sink height is 1.2metres. A friendly and helpful member of the campsite team will be happy to help if assistance is required.

Block 2

- This facility is accessed by tarmac roads and paths with a very slight incline.
- It has wide entrance doors leading to the ladies and gents toilets.
- It has wide double entrance doors leading to the washing up room
- Sinks in this area are 1.2m high
- The female and male toilet and shower areas have accessible toilets.
- The external door is 800mm wide
- The toilet door is 800mm wide.
- There is 780mm in front of the toilet. The toilet seat is 480mm high.
- There are horizontal grab rails located to the left of the toilet.
- There is a spacious, under cover washing up area. The sink height is 1.2metres. A friendly and helpful member of the campsite team will be happy to help if assistance is required.
- The female and male shower areas have cubicles with additional space for wheelchair/families
- There is an additional accessible fully equipment wet-room available in this room





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