

***Cwm Cadnant Valley* – Access Statement**

Cwm Cadnant Valley is a small touring caravan and camping park located approximately ½ mile (1 km) east of Caernarfon town centre on the A4086 Llanberis Road. We are signposted from the A487 and A4086 using recognised brown tourism signs in the area of the site as appropriate. Our park is open to touring caravans, motorcaravans and tents only (we do not have any static caravans on site). Through our entrance on a metalled road is reception where we have a bell to attract attention if necessary. Although we will be close to reception as far as is practicable, signs will be visible from outside reception if we happen to be out on pitch (in this case we will not be able to hear the bell) or away from site (in the latter case with a contact telephone number and an estimated time of return).

Although the site owners are in residence on the park, main reception hours are roughly 8:00 a.m. to 8:00 p.m. If you are in need of assistance when reception is not open, or you cannot find or contact the owners, notice boards are available around the park with details of the local police, doctors' surgeries, hospitals, vets and other services.

Reception has its own parking area away from the majority of pitches, and individual parking areas are usually available inclusive in booked areas. The park has concreted or metalled roads to the majority of pitches, and an area outside reception to drop off patrons or their visitors. There are four small steps to reception, but in case of difficulties, we can relocate relevant equipment such as PDQ machines. Although the majority of our pitches are reasonably level, the terraced nature of the site means a difference in height of around 10 metres between reception and the lowest pitches. We take patrons' safety seriously and have a 10 mph speed limit in operation around the park. The majority of our pitches are grass, but we do have a number of concreted hardstanding pitches, primarily for motorcaravans. We can help put up tents and awnings, and help manoeuvre vehicles if requested.

All of our customer-facing doors are of a push/pull nature with contrast fittings. We have one main toilet block with separate sex facilities including washbasins, showers and toilets, which are accessible via steps with a handrail. We also have a unisex family room offering a toilet, washbasin, baby-changing area and shower facilities, and an accessible unisex toilet, shower and washroom facility for wheelchair users with level access from the road around the park. Most of the patrons' facilities have good contrast between the floor, walls and doorways. Lights in the toilet areas, shower blocks, and around the park are sensor controlled and come on automatically if the light level so demands. The chemical disposal point is around the back of the toilets, but grey water can be disposed of at any of the freshwater points (six) around the park. We also have a laundry for the washing, drying and ironing of clothes if required. This has two steps to entry and benches inside and out for use if appropriate.

We welcome dogs and other pets as long as they are kept under control as appropriate, and have access to Coed Cadnant (200 yards / 180 metres away), a Woodland Trust project where dogs can be let off their leads.

Public transport serves the site, with a good service direct to Llanberis and Caernarfon (some buses early and late are extended to Bangor) passing the site entrance 6 days a week (a limited service operates on Sundays). We are also less than 15 minutes walk from Caernarfon Bus Station with its extended links and can offer suggestions for itineraries if necessary – we hold copies of the Gwynedd bus timetable in reception. We also have Anglesey and Conwy bus timetables and train timetables available for reference only (our nearest major National Rail mainline station is Bangor, on the North Wales Coast line, approximately 8 miles away by road). There are a number of taxi firms in Caernarfon, most are aware of the site (if they do not then a useful landmark is Caernarfon fire station, next door) and contact phone numbers can be supplied.

We can exchange and sell gas cylinders (Camping Gaz, Calor and a variety of disposable cartridges) on site and can usually source BP Gas light and Calor light within 24 hours if required. We have a payphone in reception, and have reasonable mobile phone coverage for the four main networks (O₂, Vodafone, Orange and T-Mobile and their virtual partners, such as Tesco and Virgin Mobile). We can also charge electronic equipment for a nominal amount subject to you having the correct charger (we have a limited number of international – UK adaptors). We can offer secure storage for your personal belongings and valuables should you not want to leave them in your unit. Radio reception is of a reasonable nature from all points of the park, and digital television is available in the form of the Freeview system. Satellite viewing is subject to pitch location and Wi-Fi internet access is also available.

For food and other sundries there is a Spar Mini market about 220 yards (200 metres) from the entrance to the park (open early to late 7 days a week). They also offer E-top up facilities and there are several larger supermarkets in town – delivery of goods is possible if arranged in advance.

We recognise that this document cannot cover all eventualities and welcome suggestions on how to improve our offerings and services to customers. If you feel you have access requirements that we have not covered, please feel free to contact us to discuss issues and possible resolutions. This information can be provided in alternative formats if required given sufficient notice, for example as a webpage (<http://www.cwmcadnantvalley.co.uk/fullaccess.html>), in PDF format (A4), or in raw text format. Further information can be sourced in a variety of ways - for instance our website (<http://www.cwmcadnantvalley.co.uk>), e-mail (camping@cwmcadnantvalley.co.uk), phone (+44 1286 673196), letter (Cwm Cadnant Valley, Llanberis Road, Caernarfon, Gwynedd, LL55 2DF, Wales), fax (+44 1286 675941), Freephone 0800 0435941, or visiting in person.