

## **Introduction**

We strive to ensure that all visitors can enjoy the accommodation, facilities and surroundings within the park. Our aim is to help in any way we can to ensure you enjoy your stay with us. If you require any assistance during your stay or whilst planning your visit we will be delighted to assist. Our current facilities and services offered are:

## **Pre-Arrival**

- We cater for touring caravans, motorhomes and have static caravan for hire and for sale
- Staff always accept Type Talk calls.
- Photobooks showing the route a guest will take from our main gate to their pitch/caravan are available. The photobook can be emailed or posted to guests. Please contact us with your requirements.
- Slingsby is 6 miles from nearest town of Malton. A bus route 194 connects the two. The park entrance is 800m from the village bus stop.

## **Arrival & Car Parking Facilities**

- Reception area has a single, tarmac drop off parking space to the front.
  - Level access from car to reception. There is a steep gradient over a short distance from reception onto the main park.
  - The car park is well lit from sensor lighting at the side of the house.
  - Arrival information is emailed to guests 72 hours prior to arrival.
- Contactless check-in ensures guests can go straight to their pitch/caravan on arrival. The on-duty phone number is provided in the email.

## **Main Entrance & Reception**

- Access to reception (and shop in the same building) is directly from

the car park.

- There is a rounded threshold/lip into the building
- The door is 770mm in opening width with clear opening of 700mm to wind breaker on door.
- There is limited wheelchair access. Services provided by reception will be taken outside if necessary.
- Reception staff hold Welcome All certificates.
- Reception counter is 920mm in height. Flooring is provided in laminated wooden sheets.

### **Public Areas - General (Internal)**

- Tarmac roads service all parts of the park. Speed is limited to 10mph on the access routes and 5mph around the main park.
- Street lights are used around the main entrance to the park
- A slight gradient path leads up to the laundry and telephone rooms whilst two steeper descending routes lead to the toilet facilities and the caravans

### **Public Areas - WC**

- The park has three toilet blocks.

### **Lower Park**

- The ladies toilets have step access of 140mm in height. There is an inward opening door with a 800mm opening width. A brass vertical door handle is placed 850mm in height.
- The men's toilets have level access. There is an inward opening door with 800mm opening width. A brass vertical door handle is placed 850mm in height.
- Disabled Toilet has level access. There is an outward opening door with 800mm opening width. A brass vertical door handle is placed 850mm in height. There is a small washbasin with lever taps in reach of WC. White drop down grab rail adjoining WC and chrome grab rail adjoining. Flush within reach at 1250mm height. There is also a low level mirror, hand-drier and coat hook. A baby bath is also available in the disabled facilities which can be filled in either the mens or the ladies toilets. The bath can also be taken back to caravans for hire if necessary

## **Upper Park**

- Our family pod-style toilet facilities are accessible by 3 aluminium steps with a handrail.

## **Laundry**

- The 690mm door opening width is not accessible for wheelchairs. We do offer a laundry service to guests who would find it difficult to access the room. Please speak to reception if you wish to use this service. There are two front loading washing machines and two front loading tumble driers with coin slots on counter from 880mm height.

## **Shop**

- The shop is in the same building and shares the same entrance and parking as the reception.
- Access is directly from the carpark.
- Staff will offer assistance if required.

## **Outdoor Facilities**

- There is a children's play area with a safety surface.
- Seating (benches) are provided around the area.

## **Caravans, Holiday Homes & Twin Units**

- Static Caravans have 2-3 aluminium open steps each with one hand rail.
- Each comprise of 2 or 3 bedrooms sleeping a maximum of 6 guests, shower/bathroom, lounge and kitchen. All have their own parking spaces and small area of grounds to the doorside of the caravan.
- All caravans are non smoking. Dogs are allowed in some caravans but not the Ryedale model.

## **Touring Facilities (Holiday Parks)**

- All our all-weather super pitches are gravel. Awnings must be erected on the gravel.

- All pitches have waste disposal points, water and electric points.
- Parking is on the gravel area to the front of the caravan.
- Assistance in pitching on arrival is offered.

### **Contact Information**

- Address: Robin Hood Caravan Park, Slingsby, York. YO62 4AP
- Telephone: 01653 628391
- Email: [info@robinhoodcaravanpark.co.uk](mailto:info@robinhoodcaravanpark.co.uk)
- Website: [www.robinhoodcaravanpark.co.uk](http://www.robinhoodcaravanpark.co.uk)
- Grid reference: SE700749
- What3Words: ///those.aced.cries
- Hours of operation: March 1st - October 31st
- Emergency number: In case of emergency ring 999.  
On-duty staff contact number in arrival email
- Local carers: Derwent Surgery, Malton. 01653 600069
- Local public transport numbers:  
Coastliner - 01653 692556
- Local accessible taxi numbers:  
Ryedale Taxis - 01653 600030  
Station Taxis - 01653 698333

**We welcome your feedback to help us continuously improve if you have any comments please phone 01653 628391 or email [info@robinhoodcaravanpark.co.uk](mailto:info@robinhoodcaravanpark.co.uk)**