

waterrow

TOURING PARK

Pre-arrival:

- Waterrow Touring Park accepts caravans, motorhomes, trailer tents and camper vans and is easily accessible by main roads from Taunton or Tiverton. We do however recommend you do not follow your SatNav and follow our directions; detailed on our website and also available to download.
- Our brochure, site map and access statement are all available electronically or can be posted if requested.
- Guide and assistance dogs are very welcome.
- Subject to availability at the time of booking should you require a pitch closer to the facilities we are happy to accommodate this and such bookings are subsequently marked unmovable.

Arrival and car parking facilities

- The main driveway into the caravan park is a slightly sloping tarmac road.
- Due to the single access road into the caravan park we ask all arrivals to enter after 12:30 and are asked to stop at clear signage for check in.
- Arrivals after 6pm are to be arranged by appointment where a welcome pack with all of the necessary information (welcome letter with gate code, booking information, site map with pitch and site information on reverse, shop price list) is located clearly outside reception – sensor lights are operated upon approach.
- We do have several parking areas and all pitches have room to park one vehicle either on or in front of the pitch.

Reception / small shop

- The pathway to reception consists of concrete slabs and is 900mm wide, entry door is 810mm wide with a 40mm lower threshold. There is no induction loop in our reception area.
- The reception is a relatively small area but is sufficient for wheelchair movement, the counter level is 740 high and there is seating.
- As we live on site there is always someone here should assistance be required with the appropriate telephone numbers listed on reception door and on reverse of site map / information leaflet.
- Within the reception we do operate a small shop selling fresh local produce (bread, cake, eggs, farm meat, etc), along with other essential items, including a small supply of caravanning accessories. A list of all that is sold is presented during check in.

Public areas

- The park is set in eight acres of slightly sloping landscaped area along with integral riverside walks / nature area for sightseeing and dog walking. There are many public footpaths for walkers in the area accessible directly from the park, of which some do involving challenging terrain. There are several low level lights located around the park.
- There is good access from all parts of the site to the amenity block, all located within a Dutch barn which has four steps to entrance and has permanent lighting at night time. Inside the barn here are a further two steps to enter the toilet block and one step to enter the shower facilities.
- Within the facilities there are also seats, sofas, charity library and book exchange, public payphone, coffee machine, information centre, freezer and microwave.
- Our woodland walk consists of approximately 3 acres of small woodland walks, consisting of steps, grass and wood chipped (all weather paths). The slope and steps to get to the riverside walk area is quite steep and not suitable for wheelchair or persons unsteady. There are several benches and picnic benches set alongside the river bank.
- There are ample water and service points located around the park, plus there is a fully equipped water and grey waste motorhome service bay. There is also a "mutly corner" dog and boot washing facility located at the corner of the barn.
- We have one Chemical Disposal point on the park, located at the rear of the barn and clearly marked with signage and on the site map.
- The park has full fire safety facilities, externally independently certified annually.
- A separate disabled wet room is provided with shower, toilet, hand basin, shaving point and hair dryer, fully equipped with grab rails. This facility has separate level ground access; entry is via RADAR Key Scheme over a sloped 15mm step, through a 815mm door. The toilet height is 480mm, sink height is 690mm with lever tap. The shower area as foldaway seat set at 535mm high and the shower water is operated by push button.

Pitches

- The park consists of 2 super pitches (large in size, including grass), 28 fully serviced pitches and 12 hardstanding. All pitches are all flat and level with beautiful views of our lovely countryside hills.
- The pitch surface is loose 10-20mm round clean stone from our local quarry (Whiteball) with a hard base. Most pitches have grass surrounds and all are suitable to park vehicles either at the side or in front of the pitch.
- The drainage on the site has been implemented to ensure that all hardstanding pitches do not suffer from standing water. Over the past couple of years these have been tried and tested and we are proud that our pitches do not suffer from any kind of flooding which enables us to be open all year round, no matter how much rain we get!
- An important part of our customer service policy is to escort new arrivals to their pitch.

Laundry

- There are 2 washing machines and 2 tumble dryers - are front loading and are operated by coin mechanism.
- Within the barn facilities there is a laundry room with a 300mm step to enter. Inside there is an iron, ironing board (height adjustable) and clothes horse, all available free of charge.

Other information

- Mobile phone 3G and 4G data coverage across the whole park is available for all networks.
- Wi-Fi is also available to purchase at a charge of £2 per night, capped at 7 nights. There are no limits to the number of devices connected during your stay.
- There are local taxis, doctor's surgery and a veterinary practice all located in Wiveliscombe (3 miles away) and relevant telephone numbers are detailed on site map / park information document provided during check-in, plus displayed in the public telephone area.
- There is a local bus service operating outside the entrance of the site which goes regularly (every other hour Monday to Saturday) to Taunton, Bampton, South Molton and other areas. A timetable is displayed on the notice board, plus is available from reception during check-in.
- The local town Wiveliscombe is 3 miles away and has all of the necessary shops available (butchers, chemist, supermarket, etc) – all detailed within our site map / park information document.

Contact information

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Although we have included as much information as possible, any further queries can be attended to either before or during your stay.