



This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Betteshanger Park

Introduction

Betteshanger Park, formerly known as Fowlmead Country Park, forms part of an exciting new commercial, educational and visitor destination in East Kent. The Park provides outstanding leisure and recreational facilities; miles of traffic free cycling, muddy mountain bike trails; woodland, grassland and marshland. The Park provides a continuous programme of lively, seasonal events and outdoor activities to suit all ages including archery, fossil hunting and den building,

We aim for 250-acre Betteshanger Park to be fully accessible to all however due to the nature of the site and its terrain some areas are naturally more difficult to access. All paths in the main areas are hard surfaced, reasonably level and at a safe distance from open water. Mobility scooters are welcome on surfaced paths. Our Visitor Centre has ramped access and fully accessible toilets. Assistance dogs are welcome throughout. Many of our activities are accessible to a wide audience. We recommend you contact us directly if you wish to discuss any specific needs.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01304 619227 or email info@betteshangerparks.co.uk.

Pre-Arrival

- For full details and maps of how to reach us please see the 'Plan your visit' section of our website. Alternatively, you can plan your journey by car or public transport using a journey planning website; simply enter your postcode and ours, which is CT14 0BF to get directions.
- The nearest railway station is Deal, which is 2 miles away. A ramp is available at the station for train access. Taxis are readily available at the station. If you require an accessible taxi we would recommend you book this in advance.
- Our local bus provider is Stagecoach and the No. 14 stops near to the Park. Please note, we have a long driveway and it would take around 20 minutes to walk from the bus stop to the Visitor Centre.

Car Parking and Arrival

- There is parking on site for 400 cars
- Clearly marked Blue Badge parking spaces near to the Visitor Center for 8 vehicles.
- The car park surface is tarmac with a paved path leading to the Visitor Centre and Park entrance.
- Our Visitor Center has ramped access.
- Car parking charges apply to all vehicles.
- Lowered pay kiosk for access
- Payment can be made on line up to 48 hours after visit.

Main Entrance, Reception and Ticketing Area

- Our (temporary) Visitor Centre is on one level with ramped access.
- The floor surface is laminate.
- The area is evenly and well lit with natural daylight and overhead lighting from fluorescent lights
- Disabled toilets and showers available within the Male and female toilets.

Public Toilets

- Disabled toilets and showers available within the Male and female toilets.
- Public toilets are located on the ground floor with level access from the main entrance, restaurant/café areas.
- 980mm/38.5ins transfer space to the right of the toilet when facing the toilet
- There are vertical rails either side of both basin and toilet and shower
- Ramped access to the shower

Catering

- The cafe is situated in the Visitor Centre
- Tables in the cafe are well spaced apart
- Lighting in all areas is natural daylight with overhead lighting used.
- The flooring in the cafe is Vinyl
- Where possible our food is sourced locally, We do our best to cater for dietary requirements; please contact us in advance to check any specific request you may have.

Grounds and Gardens

- There are 250 acres of Park and whilst we aim for the Park to be accessible to all, due to the nature of the site and its terrain some areas are naturally more difficult to access.
- All paths in the main areas are hard surfaced, reasonably level and at a safe distance from open water.
- Mobility scooters are welcome on surfaced paths.
- There are wooden benches and picnic benches at intervals around the Park

Additional Information

- All of our staff receive regular training that includes Equality, Diversity and Inclusion training.
- We welcome assistance dogs on a lead. A water bowl is available at the Visitor Centre

- We have a set of evacuation procedures – should you require it someone will assist you with evacuation either out of the building or to a refuge.
- There is an area to charge mobility scooters and batter powered wheelchairs, please ask a member of staff.

Future Plans

- We will be opening a new Visitor Centre in 2017. The new facility will include enhanced access facilities.
- Over the course of the next 18 months we are improving footpath access and interpretation across the whole site.
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Contact Information

Address (inc postcode): Betteshanger Park Sandwich Road Deal Kent CT14 OBF

Telephone: 01304 619227

Email: info@betteshangerparks.co.uk

Website: www.betteshanger-park.co.uk

Hours Of Operation: From 8am daily, closing time varies with the seasons.