

## ACCESSIBILITY STATEMENT

At Applewood Countryside Park, we are committed to ensuring every guest enjoys a safe, comfortable, and welcoming experience. We aim to make our facilities, services, and information as accessible as possible for all visitors, regardless of age, ability, or specific needs.

### Sensory & Neurodiverse-Friendly Stays

We understand that every family's needs are different, and we're committed to creating a welcoming, supportive environment for guests who are neurodiverse or have sensory sensitivities.

For families who would find it helpful, we can offer an optional **Sensory Welcome Box** (available on request and subject to availability). Designed to support emotional regulation and sensory comfort, the box may include items such as fidget toys, a weighted lap pad, visual schedule and emotion cards, ear defenders (child size), soft sensory fabrics and gentle, low-brightness sensory lighting. These can be requested at the time of booking or borrowed during your stay with a small refundable deposit.

We also recognise the importance of dignity and discretion. **Accessible family shower rooms are equipped with dedicated continence waste bins.** Nappy sacks and sanitary disposal bags are available should you need them on arrival or before unpacking. Sealed waste collection can be arranged on request. Laundry facilities are available with both washing machines and dryers.

To support individual routines and dietary or medical needs, families are welcome to bring personal disability-related appliances such as air fryers, blenders, rice cookers, specialist sterilisers or feeding preparation equipment. A visual safety check would be carried out by our team, with guests retaining responsibility for their own equipment.

Where possible, we're happy to offer **early or quieter check-in options** for families who may find busy arrival periods challenging. This can include online paperwork in advance, key collection without queuing and, if helpful, a direct escort to your pitch, pod or cabin to help make arrival calm and stress-free.

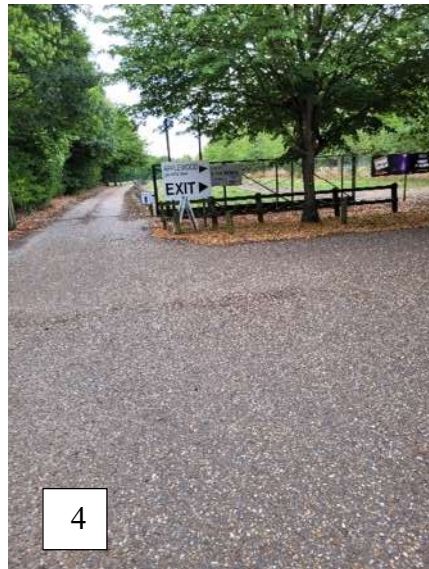
If you'd like to discuss any specific requirements ahead of your stay, our team is always happy to help and will do their best to ensure your visit feels comfortable, supported and enjoyable. Please contact us on 01953 715319 or [info@applewoodholidays.co.uk](mailto:info@applewoodholidays.co.uk).

### Location

- Applewood Countryside Park is set in the heart of rural Norfolk, right next door to one of the county's most popular attractions – Banham Zoo.

#### By Car:

- Sat Nav - Use postcode NR16 2HE or Banham Zoo
- The entrance to Applewood Countryside Park and Banham Zoo is clearly signposted from the roadside. [Image 1](#)
- Upon turning off the main road, you will pass over a small traffic-calming hump. [Image 2](#)
- Bear round to the left, down the long stretch and turn right at the end of the road. [Images 3 and 4](#)
- You will now see our caravan storage area on your left, follow the road past this until you turn left into our car park. [Image 5](#)
- At the bottom of the car park, you will see the Applewood Countryside Park Reception. [Image 6](#)



## By Train:

- The nearest stations are Attleborough (6 miles) and Diss (10 miles). Taxis are available from both stations, but we recommend pre-booking in advance.

## By Bus:

- Bus routes run from Norwich, Attleborough, and Diss, but due to our rural location, services are limited. We advise contacting us or the local bus companies directly for the latest timetable information before travelling.

## Arrival & Parking

- Two dedicated accessible parking spaces are located close to Park Reception. **Image 7**



## Park Reception:

- Park Reception is on a level surface and is wheelchair accessible via a small slope and a 150cm-wide double doorway.
- The reception counter is split over two levels (122cm and 75cm) to accommodate adults, children, and most wheelchair or mobility scooter users. **Image 8 (right hand side)**

## Opening Hours:

- **Low season:** daily 9am – 5pm (January\*-March, October-December. \*Excluding weekends in January)
- **High season:** daily 9am – 8pm (April-September)
- Check-ins are available until 5pm during Low Season and 8pm during High season. A late arrival box is available by prior arrangement or in the event of an unexpected delay - please call 01953 715319.
- Most printed information is available in large print upon request. Our staff are always happy to provide verbal explanations or assistance if required.

## Assistance Dogs

- Assistance dogs are welcome throughout the park, including in two of our Shepherd's Cabins (Honeysuckle and Bramble).
- Red dog waste bins and bags are provided around the park.

## The Campsite

### Main Park:

- As you turn left onto the main campsite, there is a small traffic-calming hump. **Image 9.**
- The main campsite features a circular, one-way tarmac access road.
- Depending on the pitch you book, you may need to drive over a short section of grass to reach it.
- Our touring pitches are generally level and are available as grass, hard standing, electric and non-electric. Please note that our hard standing pitches have a hard-core top-dressing, which may not be suitable for all wheelchair and mobility scooter users. **Image 10.**
- Chemical waste facilities are accessible on flat level surfaces around the park. **Images 11.**
- Noise from nearby zoo animals may be heard during the night.





## Accessible Pitches:

- Within the main campsite, we have four Accessible Pitches. These are situated on grass and located in front of the Shepherd's Cabins and Glamping Pods, directly behind the washroom facilities for convenient access. [Image 12](#)



## Laurel Meadow:

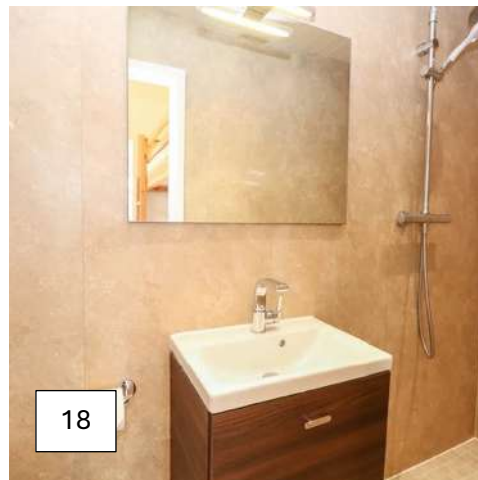
- Laurel Meadow is located behind the main campsite and is served by a gravel road, which may feel uneven for wheelchair or mobility scooter users, as well as guests using walking aids. [Images 13](#)
- Laurel Meadow offers 10 standard hard standing pitches (6m x 6m), 16 standard grass pitches (6m x 6m) and 14 XL pitches (up to 9m x 9m) ideal for larger units or those requiring more space. [Image 14](#)
- Pitches 16-27 in Laurel Meadow are generally quieter during the off-peak months, offering a peaceful setting that may be especially beneficial for guests who prefer a lower-noise environment.
- As we welcome families, summer holidays and bank holidays are usually fully booked and may be slightly noisier for some guests.



## Accommodation

### Shepherd's Cabins:

- All of our Shepherd's Cabins have one dedicated car parking space to the rear of the cabin.
- The entrance to the cabin is via a gate with a handle height of 95cm. **Image 15**
- Each cabin has two small steps to the entrance the first being 6cm and the second 15cm high. **Images 16 and 17**
- The main double patio doors open fully for a wider entrance of 125cm, allowing wheelchair access.
- Each cabin has level flooring throughout the cabin.



### Family Cabins:

- The ensuite shower room in the Family Cabins contains a walk-in shower with rain shower head and secondary handheld shower head, a washbasin and toilet. These shower rooms are not suitable for wheelchairs due to the size and has no fixed seating or grab rails in the shower area. **Images 18**

### Couple's Cabin:

- The bathroom in the Couple's Cabin features a large bath with a handheld shower head. **Images 19**





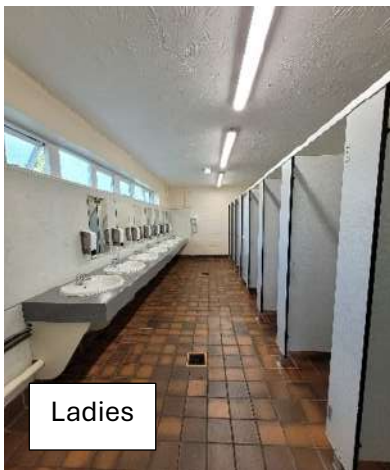
### Glamping Pods:

- Each of our Glamping Pods has a decked terrace up to the front door with a step up of 23cm and an additional step over the threshold of 19cm. [image 20](#)
- The front double doors have bolts at the top and bottom of the right-hand door.



### Toilets, Shower and Baby Changing Facilities

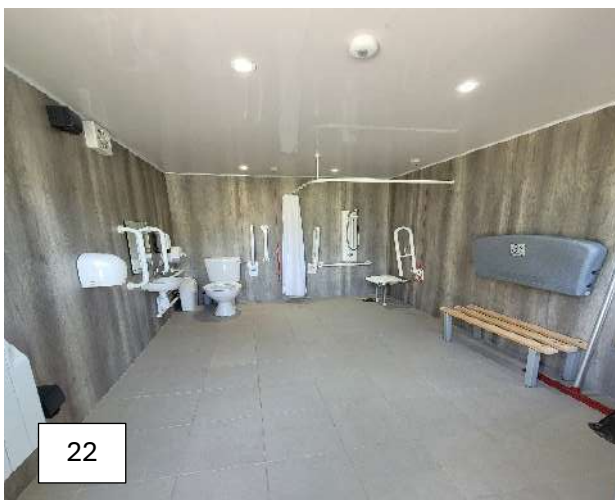
- All toilet facilities are equipped with hand dryers, which can generate a level of noise that may be uncomfortable for some visitors.
- We cater for our younger guests with the addition of low-level urinals, ensuring comfort and accessibility for children. [Image 21](#)



## Accessible / Family Shower Rooms

### Main Campsite:

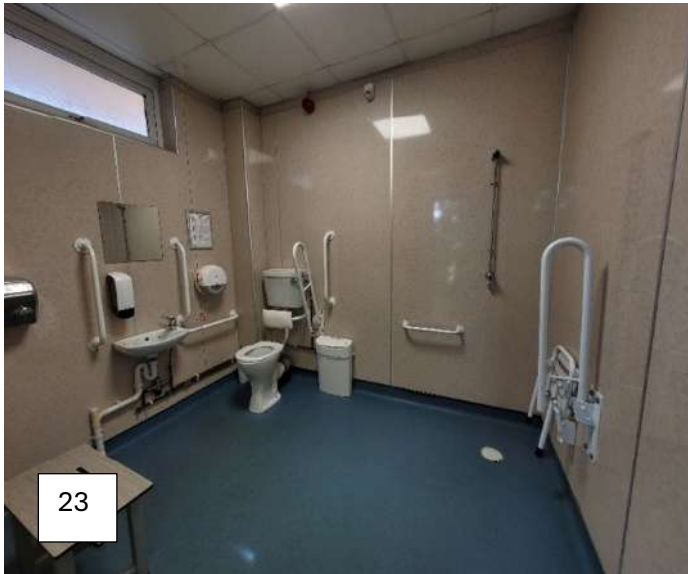
- Alongside our main toilet and shower facilities, we have two accessible/family shower rooms designed for guests with additional needs, families, and wheelchair or mobility scooter users. [Images 22](#)
- These rooms are centrally located on the main campsite and have easy access via level pathways.
- They are operated by RADAR Key (available to hire or purchase from Park Reception) and are often quieter than the main facilities, offering greater privacy.
- The layout of these purpose-designed rooms allows guests to be accompanied by – or accompany – a friend or family member if needed.
- Each wet room is equipped with: incontinence/nappy bin, sanitary bin, baby change table, bench, hairdryer, mirror and low-level fixtures and fittings for ease of use.



### Laurel Meadow:

- Laurel Meadow also has an accessible wet room with incontinence/nappy bin, sanitary bin and low-level fixtures and fittings for ease-of-use. [Image 23](#)
- The baby changing is situated in the unisex shower rooms [image 24](#)





## Games Den

- The outdoor Games Den has a small gravel area leading to a covered section with step-free tarmac surface. [Image 25](#)
- We offer two outdoor table tennis tables both of which have a height of 76cm – bats available to hire or purchase from Park Reception.
- Giant Chess, Draughts, and Connect4 – floor-based games.
- Picnic bench seating is available.



## Apple Harvest Adventure Play

- Our Apple Harvest Adventure Play Park has been designed to encourage active and collaborative play for children of all ages.
- A giant tractor includes monkey bars, crawl tunnel, play control panel, giant wheel cubby and slide, while it's trailer cleverly incorporates a giant clamber net, rope climbing ramp, clamber wheels and a balance beam. [Images 26 and 27](#)
- The crate tower is great for toddlers to practice climbing on and has a fun slide as well as cubby hole hideaway. [Image 28](#)
- There's also a play trail for children to test their balance and agility moving between wooden posts designed to look like giant stalks of wheat, and more climbing to be had on the apple-picking ladders. [Images 29 and 30](#)



- The adventure play park also includes shady areas under established trees and is conveniently located for easy access from across the site.



## Your Safety

- Your safety is our paramount importance, so we have dedicated staff who are fully trained in First Aid. For additional safety, a defibrillator is located outside Park Reception and is accessible in case of emergencies. [Image 31](#)



## The Exit Route

- The exit route between Park Reception and the Banham Zoo car park, includes a short section (approximately 75 metres) of hard-core, uneven roadway. [Image 32](#)



### **Assistance & Support**

- Our team are trained to assist guests and will do their best to meet individual needs. In the event of an emergency, staff will provide direct help with support from emergency services if required.

### **Contact & Feedback**

- We are continually working to improve accessibility at Applewood Countryside Park. If you have specific requirements or suggestions, please contact us on 01953 715319 or [info@applewoodholidays.co.uk](mailto:info@applewoodholidays.co.uk) before your visit so we can ensure the best possible experience.