

**Accessibility and inclusivity Guide**

At Heart of the Wye we value diversity, equality and inclusion.

Please find below a description of our facilities and services to give you the confidence to ensure your booking is right for your specific requirements, if you need any further information please don’t hesitate to get in touch.

We want to make everyone’s stay as enjoyable as possible, and are committed to providing suitable access for our guests, whatever their individual needs.

**Around the site and facilities**

* Driving access to the camping site is via a long private drive through a field along uneven grass terrain. It is not suitable for all vehicles. Alternative parking behind the main house can be arranged.
* The car park is situated in the field directly attached to the camping site, however the distance will vary from the accommodations. If you are unsure which to book, please give us a call.
* On arrival we can help with luggage or provide a trolley.
* The main field with the accommodation is on sloped grass. There are mown pathways between tents and facilities.
* Pathways up to toilets/shower and kitchen are fairly steeply sloped and are a mix of mown grass and wood chip.
* There are 2 steps up to the toilets.
* The showers have single step access.
* Toilets and showers are single detached cubicles marked as unisex.
* Access to the kitchen is ramped.

**Inside the Tents**

* The tents are built on raised wooden platforms with 2/3 steps up. Once up the room is open plan on one level.
* All duvets and pillows are made with synthetic filling.
* We can remove/rearrange tent interiors to improve accessibility.
* Double beds are standard W137 x L190
* Singles are small fold out Jay-be singles W70 x L186 cm

**Hearing**

* Important information regarding emergency procedures and meeting points displayed around site.

**Visual**

* Large print or digital information guides available on request.
* Verbal tour of site including emergency procedures and meeting points on arrival
* Some Solar lanterns/small lights have been placed to mark the edges of paths up to facilities and around key hazards such as ropes and steps. Please be aware that the site sits on the edge of a dark sky reserve and although every care has been taken to use lights to draw attention to hazardous areas around throughfares, the site will get dark at night and strong torches are recommended for all guests to walk between facilities after dark.
* Tents come equipped with a bed side lamp.
* We have dog friendly accommodations

**Other important information**

* We operate a strict no tolerance policy on abusive or disorderly behaviour towards staff and other guests.
* Noise will be kept to a minimum after 10pm and quiet after 11pm.
* Further information on policy and guides can be found at the bottom of our website under Heart of the Wye Terms and Conditions.

We are a new site and warmly welcome feedback and suggestions to help make our guests experiences even better.