

We want to help find the perfect holiday for you and your family at The Golden Palm Resort, and we understand that you may have some individual needs that need to be accommodated for in order for you to have a great time away.

If you or a member of your party have disability requirements that are necessary for you to have a comfortable and enjoyable holiday with us, it is important that you inform us at the time of booking. We understand the significance of accommodating these needs and will make every effort to meet them. However, we would like to advise you that while we strive to fulfil all disability requirements, they cannot always be guaranteed.

Please give us a call on **01754 74 444 – Option 1** and one of advisers can listen to your individual needs and help you plan your holiday. Our phone line operates from 9am to 5pm, seven days a week, ensuring that you can connect with us at a time that suits you. However, if you need assistance outside of these hours, we kindly ask you to drop us an email. In your email, please include details of your requirements and contact information, as well as the specific holiday park you are enquiring about. Rest assured, our team will promptly review your email and contact you back to discuss your holiday plans.

The Club Tropicana

Threshold access is via a ramp through automatic opening double doors. All internal doors are wide enough for wheelchair access. The area adjacent to the bar is of sufficient size to enable our wheelchair users to see the show quite comfortably. All of our signs are clearly printed, and our friendly staff are always on hand to assist where necessary. Disabled toilet facilities are provided at both ends of the cabaret room.

JW's Bar & Grill

Again, threshold access is via a ramp through double doors, with good access to the bar. A disabled toilet is also provided.

Woody's bar & Restaurant

Threshold access is via a ramp through double doors with good access to the bar and seating areas. Disabled toilet facilities are also provided.

Hire Fleet

All are situated on level ground and many are close to the amenities. Some standard vans have ramp access provided, and four units have been purchased with our disabled customers in mind, these provide ramp access, lower units in the kitchen, hoists over the double bed, and slightly adapted shower rooms with grab rails. All hire fleet have parking nearby, the disabled badge users have specific parking bays adjacent to the units in the car park.

General

All site roads are of tarmac construction. There is a 10-mph speed limit that is enforced throughout the park, along with a number of speed restriction bumps.

Access to all public buildings on the park is suitable for the use of disabled customers, and generally decoration is specifically designed with anyone with limited vision in mind, having a contrast between floors, walls and doorways.

Assistance dogs are welcome in all areas of the park.

We do not operate a 24-hour service, Reception times are displayed on the Booking office door.

All fire exits within our venues are clearly marked, and are free from obstructions. We also have trained Fire Marshals in all venues to ensure the efficient evacuation to an area of safety, should an incident occur.