

# Haystacks Country Retreats

## Accessibility

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

### Introduction

We strive to ensure that all visitors can enjoy the accommodation, amenities and surroundings. Our aim is to assist you in any way possible and if you require assistance whilst planning your stay, or while you are visiting us, we will be pleased to help you.

### Pre-Arrival & Contact

Haystacks provide self-catering huts on wheels. Details of all facilities are provided on our website and link to our Digital Guest Information Book (Touch Stay) is emailed on confirmation of booking. Address and directions are on our website and link to our Digital Guest Information Book (Touch Stay) is emailed on confirmation of booking. We can post a copy of this access statement or all our welcoming instructions if required. We offer telephone, email and postal contact with our guests.

### Arrival and Car Parking Facilities Haystacks

The site is accessed from Nidd Lane via a metal double gate which leads to a main parking area and gravel track. Nidd Lane is suitable for all vehicles but please note the speed restriction of 5mph. Parking is provided for one car at the top of the track, no cars are allowed beyond this point. Access to the huts is at the bottom of the track, approximately 55 to 70 metre walk (depending on which hut you are staying in). The track to the huts is both steep and un-even in places. We will provide a wheelbarrow and torch on your arrival.

### Haystacks Huts – Access and Entrance

Depending on which hut you are staying in, there is an approximate 55 to 70 metre walk down to the railway line where the huts are sited. One hut has 4 stone steps leading up to the deck, the other hut has 3 stone steps. Steps and decking to be lit for safe arrival. All surfaces are wooden and can get slippery in poor weather. Outside deck is not covered and does not have a balustrade. No additional steps to access hut from decking.

### Haystacks Huts – Internal

All on the same level the kitchen area comprising wood burner, electric hob, microwave, fridge and Belfast sink. Bathroom area comprising toilet, shower and sink behind outward opening door. Seating area, with fold down bed, comprising fixed benches and table. When folded down the bed replaces the table and two thirds of seating area.

### External Area

There are individual outdoor bath tubs for each hut, situated approx. 5 metres from the decking of

each hut. There is a shared fire pit situated in the woodland, approx. 22 metres from the huts, the ground is uneven woodland. Boot store and bins are located on the decking of each hut.

Please keep to the paths while navigating the site and be aware that they are uneven in places and may be slippery when wet.

### [In the event of an emergency](#)

There are fire alarms and carbon monoxide testers in all units. The route to the assembly point in case of a fire is shown in the Digital Guest Information Book (Touch Stay) and physical Guest Information book provided in each hut. There are fire extinguishers, fire blankets and first aid boxes in your hut as well as information on local hospital, pharmacy, doctor, dentist and vets.

Wi-Fi is provided however shouldn't be depended on. Phone signal around the site and village can be patchy – depending on your network. If signal at the huts is poor we recommend you walk up the track to Nidd Lane.