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Park Accessibility

Introduction

Waveney River Centre is a 5-star Holiday Park and Marina located in the southern Norfolk Broads – one of Europe's finest & most important wetlands and a member of the National Parks family. The Park adjoins the main river and is surrounded by marshes, nature reserves and abundant wildlife.

We try to ensure that our accommodation and facilities are available to as many different people as possible, and plan our new developments and refurbishments with this policy in mind. Our Reception, shop, Information Centre, launderette, café, showers & WCs and two holiday lodges are all considered suitable for people with mobility difficulties, including those confined to a wheelchair.

The Park is located on a slope, which presents some challenges for wheelchair accessibility in certain areas, which are detailed later on this page. Much of the Park is a natural environment and there will be hazards including rabbit holes and slippery surfaces, which could cause problems for those with mobility or visual impairments when unaccompanied. The very close proximity of the river and marina, which are both unguarded, must also be understood.

Pre-Arrival

- Holiday options at Waveney River Centre include holiday lodges & penthouses, static caravans, touring & camping pitches.
- For day trips we hire day cruisers, canoes & bikes – or just visit to enjoy the quiet, peaceful surroundings of the Park
- Facilities include indoor heated swimming pool & cafe, pub, shop, children's playground and small wildlife garden.
- Our Access statement is available on our website, and can be sent by post if required.
- Waveney River Centre is accessible by car or by boat. There are no public transport links directly to the Park
- The nearest bus stop is about 1.5 miles from the Park at Burgh St Peter (Anglian Buses, services 577 & 581)
- The nearest railway stations are at Beccles (7 miles, Ipswich-Lowestoft line), Haddiscoe (6 miles, Norwich-Lowestoft line) and Oulton Broad (2.5 mile walk + quick ferry trip, Ipswich-Lowestoft and Norwich-Lowestoft lines)
- The nearest town is Beccles, 7 miles from the Park and about 20 minutes by car.
- Most provisions can be purchased from our shop, which is open all year – 7 days a week.
- Limited fresh food, milk and bread in the winter

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Arrival & Car Parking Facilities

- There is a large free car park in the arrival area, adjacent to Reception
- There are at present no designated spaces for disabled people.
- The car park is surfaced with fine gravel and slopes upwards towards the Reception access ramp
- Once checked-in, you can drive your car to your holiday accommodation or pitch.
- Road surfaces throughout the park are either tar & chip or gravel
- All holiday lodges have dedicated parking adjacent for 1-2 cars.
- All touring & most camping pitches include room for your car on your pitch
- Our Information Centre, launderette and shower/WC block are surrounded with decking to a minimum width of 1.2m.
- There are two 1:12 ramped access points and a third access with three steps up.
- The swimming pool is located at the top of a slope, which exceeds 1:12 but is still accessible by wheelchair users with assistance

Main Entrance & Reception Area

- Access to the Reception and Shop is directly from the car park, via a decked ramp
- The entrance to the building is wide enough to accommodate a wheelchair and the building is on a single flat level throughout.
- On entry, the Reception is to the left, at the end of the shop.
- The shop is set out with wide aisles, it is necessary to pass between two of these to access Reception
- If Reception is closed, the telephone number of our Warden is displayed on the door.
- Seating can be provided in Reception and part of the counter is lowered to assist wheelchair users
- A pad & pen is available
- A small number of brochures are available in Reception, a wider selection together with a map can be found in the Information Centre

Public Areas

- Most public areas are located on the ground floor, although the natural features of the Park necessitate ramps and steps in certain locations.
- It is possible for parts of the car park to be affected by floodwater under very high tide conditions.
- There is a 5mph speed limit throughout the Park
- Waste and recycling facilities are generally centralised in the car park area and behind the Information Centre.
- There is a public telephone at the edge of the car park – the traditional red phone box style.
- Customers unable to access the public telephone may use the telephone in Reception by arrangement
- The Information Centre & Launderette is at the opposite side of the car park to the Shop & Reception. The doorway is 2'9 in width and the room is on a single level. Local information and a map are on display, with leaflets available to take away.

Holiday lodges

- All holiday lodges are on a single level and accessed via a ramp 1.2m wide

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Public WCs

- There are ten individual WC & shower rooms, one of which is adapted for wheelchair users.
- Two of the shower rooms are designed for families and include baby changing facilities, a toddler seat and a wider shower area with movable shower head
- All shower rooms are accessed via a key code, provided with your arrival information
- Additional WCs are provided to the right of the swimming pool building

Waveney Inn

- The Waveney Inn is located beside the Park entrance.
- The approach to the Waveney Inn is block paved
- The main bar entrance has an access ramp
- The building has been remodelled frequently in the past, resulting in a number of different levels throughout
- A portable ramp is available on request, for customers unable to negotiate steps
- The disabled toilet is located close to the main entrance, on the right after you enter

Launderette

- The Information Centre & Launderette is at the opposite side of the car park to the Shop & Reception. The doorway is 2'9 in width and the room is on a single level.
- Two front-loading washing machines, two front-loading tumble dryers and a clothes washing sink are provided.
- The dryers are above the washing machines in a stacked configuration and wheelchair users may require assistance to use the dryers.

Shop

- Access to the Reception and Shop is directly from the car park, via a decked ramp
- The entrance to the building is wide enough to accommodate a wheelchair and the building is on a single flat level throughout.
- Aisles are sufficiently wide for a wheelchair to pass

Indoor Pool & Café

- The Swimming Pool & Café is located at the top of a slope, wheelchair access is possible but assistance is recommended
- Access to the pool is via a number of steps with a handrail
- The pool depth is 1.35m in the deep end and 750mm in the shallow end
- A disabled toilet is available
- There is a family changing room incorporating a wide wet room style shower with seat and handrails.

Touring & Camping Facilities

- Touring pitches are all on high ground and include space for a car
- The pitches are not on hardstanding but are well drained
- Camping pitches are on lower ground and include space for a car
- Chemical toilet disposal point is behind the pool, close to the touring pitches.
The disposal point is located behind the WC blocks to the right of the pool building.

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- Mobile phone service is generally good throughout the Park
- WiFi service is available
- The fire assembly point is the main car park
- A wheelchair is available to hire

Contact Information

Address:

Staithe Road
Burgh St Peter
Norfolk
NR34 0BT
United Kingdom

Telephone: 01502 677343

Email: info@waveneyrivercentre.co.uk

Website: <https://www.waveneyrivercentre.co.uk>

Hours of operation: Park open all year

Shop hours 08:00 to 17:30 (19:00 in summer holidays)

Reception hours 09:00 to 17:30

Shop & reception open 7 days a week

Emergency number: 07917 787485

Future Plans

- Improved car park surface
- Disabled parking bays in main car park
- Secure bicycle storage

We welcome your feedback to help us continually improve.

If you have any comments please phone 01502 677343 or email info@waveneyrivercentre.co.uk

Download our latest brochure

Waveney River Centre is the perfect base for exploring the unique and beautiful Norfolk Broads. Discover more here.

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Get in touch



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