

Retail

Entrances - Entrances are accessible and manoeuvring space in shops is adequate. However please see additional comments for individual units below.

Lighting - In general all shops are well lit.

Counters - There are lowered counters in some units. Where these are not available staff will process payments without using the counter with the exception of Parc Market. (See below).

Shelf Height – All shops have both low and high shelves that may be difficult to reach for guests with limited mobility. Staff will be happy to assist.

Delivery and Pre Arrival Services – if you use our standard delivery service or order goods to be delivered prior to your arrival, please be as specific as you need to be to ensure that your goods are accessible to you when you return to your accommodation, for example, please instruct us not to use high cupboards if this will cause you problems later.

Pricing / Offers / Signs – If you experience difficulties reading prices or other literature, please ask for assistance as necessary.

As part of our normal guest service, our staff are willing to give every assistance. This may include shopping with you or for you. Please contact any member of staff in the shops.

Parc Market

Situated within the Village Centre, the entrance to the Parc Market is via a gentle sloping ramp.

2 adapted shopping trolleys for wheelchair users are available. Guests in wheelchairs will be provided with assistance at checkout if required. Checkout three has additional width if required.

The checkouts counters have a height of 900mm

Some refrigerators and freezers may be difficult to open or remove goods from. Staff will be happy to assist if required.

Refresh

Situated within the Sports Plaza next to the Leisure Bookings Desk, access is via a level open doorway leading to either the ice cream parlour or the shop side.

There is a lowered counter at the till and ice-cream area (770mm) which is directly adjacent to the entrance.

The self-service section for condiments for takeaway drinks and cold drinks is on a lowered counter (920mm).

Within the seating area, there are 3 x tables and chairs with adequate space for a wheelchair. There is some booth seating with stepped access

Treats

Situated is in the Village Centre opposite the entrance to the Subtropical Swimming Paradise.

A lowered section of counter is available (800mm)

Aquatique

Aquatique is in the Village Centre next to the Subtropical Swimming Paradise entrance.

The unit has limited space which may restrict movement by wheelchair

Staff will be happy to assist by bringing your requested selection of goods to you.

A single large changing area is available within the shop which is suitable for wheelchair users.

Just for Kids

Has a level access with a double opening entrance at both sides of the unit.

There may be limited manoeuvring space for guests in wheelchairs in some areas of the shop.

Staff will be happy to assist if required.

The Store Room

Situated in the Village Centre between the Green Room and Hucks.

There may be limited manoeuvring room for guests in wheelchairs in some areas of the shop, however most of the shop is accessible.

Staff will be happy to assist if required.