

Accessibility at Pinewood

Directions to Pinewood

Port Lympne Reserve is located in the South East of England in Kent and is within easy reach of the home counties of London, Surrey, Sussex, and Essex. You can reach us by road, rail and bus.

Port Lympne Reserve
Aldington Road
Lympne
Nr Hythe
Kent
CT21 4LR

Accessibility at Port Lympne Reserve

To ensure that you enjoy your day out at Port Lympne Reserve please observe all notices on entering the park and bear in mind the points below regarding accessibility. If you require advice or assistance on your visit please call us on 01303 234112 and we'd be delighted to help.

Arrival & Car Parking Facilities

Parking for Pinewood is located in the fenced compound within the main car park, each pod is allocated one bay. The compound is a short distance from the footbridge entrance, alternatively for disabled guests there are disabled parking bays located at the base of the footbridge. If guests require assistance with luggage, equipment or guidance on check in or check out, please notify us in advance on 01303 234112.

Accessibility at Pinewood Check-In & Gatehouse

Access to the Pinewood check-in desk is via the Gatehouse during park opening hours, through double doors with level entrance or ramps, outside of park opening hours access is through a manual key-coded gate. The entrance/exit door nearest to the Pinewood check-in desk has a small lip. Access to Pinewood Pods is via a level pathway from the Gatehouse. There are currently no additional services for visually or hearing impaired visitors.

Disabled toilets

There are disabled toilets within the Gatehouse, Basecamp Café and Babydoll's Italian Restaurant.

Pinewood Pods & W.C. Facilities

Pinewood has woodchip paths leading to each pod. Each pod has a decked veranda area accessed by a few steps with the exception of Pod 1 which has a fixed ramp and steps and is accessed by a concrete path from the main pathway and wide gate.

There is a separate block for W.C. facilities which are accessed via steps, each unit contains individual toilet cubicles and shower cubicles; shower stools are available if required.

There is a 24hr access disabled toilet in the Gatehouse.

Evacuation policy information is provided in each of the pods. This information can also be provided in larger print on request.

An Emergency number, 01303 234190, is given for anyone that needs assistance during the night.

All of the accommodations have free wireless connection.

Safari and Exploring the Reserve

Some of the trucks are fitted with a lift and seats have been removed to give guests unobstructed views. Please ask for details at reception.

Key to the National Accessible Scheme	
	Mobility 1: Typically suitable for a person with sufficient mobility to climb a flight of steps but would benefit from fixtures and fittings to aid balance.
	Mobility 2: Typically suitable for a person with restricted walking ability and for those that may need to use a wheelchair some of the time.
	Mobility 3: Typically suitable for a person who depends on the use of a wheelchair and transfers unaided to and from a wheelchair in a seated position.
	Mobility 4: Typically suitable for a person who depends on the use of a wheelchair and transfers to and from the wheelchair in a seated position. They also require personal/mechanical assistance to aid transfer (e.g. carer/hoist).
	Visual 1: Typically provides key additional services and facilities to meet the needs of visually impaired guests.
	Visual 2: Typically provides a higher level of services and facilities to meet the needs of visually impaired guests.
	Hearing 1: Typically provides key additional services and facilities to meet the needs of guests with a hearing impairment.
	Hearing 2: Typically provides a higher level of additional services and facilities to meet the needs of guests with a hearing impairment.