

# Accessibility Guide



At Valley View Caravan Park, we are dedicated to making your stay in the King Valley as comfortable, enjoyable, and accessible as possible. We believe everyone should have the opportunity to enjoy the beauty and peace of our park, which is why we have included a range of features to support guests with different accessibility needs. Whether you're camping, caravanning, or staying in one of our cabins or park pods, our team is here to help you have a relaxing and memorable experience.

## Getting Here and Getting Around

Located just 284 km from Melbourne, 62 km north of Mansfield, and around a 102 km scenic drive to Mt Buller, Valley View Caravan Park is easy to reach. The nearest bus stop is just 150 metres from our entrance, roughly a 2-minute walk.

We have made sure that clear signage and wide park roads help make navigation simpler and safer for all mobility aids, including wheelchairs and mobility scooters.

## Parking

We provide parking directly beside all cabins, park pods, and powered/unpowered sites, making it easier to access your accommodation and communal facilities.

## Reception

Entry to the reception and kiosk is via a gravel path leading to a tiled landing, which includes a 50mm raised edge and is sheltered from the weather. The reception door is 750mm wide, making

it accessible for guests using wheelchairs or prams.

Inside, the tiled flooring provides a smooth, level surface, and the main reception counter sits at 1040mm high. For easier interaction, there is also access to a lower counter at 750mm height.

To ensure guest comfort, seating is available both inside the reception area and outside the entrance, offering convenient spaces to rest or wait.



**Reception Hours: 9:00 AM – 5:00 PM daily.**

For after-hours emergencies, please call us on **0429 149 320**

**Nearby medical facilities include:**

**Northeast Health - Wangaratta Base Hospital** Ph: 03-5722-5111

**Alpine Health Myrtleford -**  
Ph: (03) 5751 9300

**Mansfield District Hospital -**  
Ph: (03) 5775 8800

For veterinary care, the closest services are in **Wangaratta**, and our reception team can provide directions or contact details on request.

### **Paths and Park Roads**

While some accommodations are accessible by paths, please note that park roads are shared by both vehicles and pedestrians and are used to reach various areas of the park.

### **Communication Assistance**

For communication support, pen and paper are available at the reception desk. All cabins and pods are equipped with TVs featuring closed-captioning, and our team is happy to assist with any additional needs.

### **Camp Kitchen and Communal Areas**

Our camp kitchen, BBQ, and picnic areas are all connected via the park's road and path network, allowing easier access for guests using mobility aids.



### **Cabin and Park Pod Access**

Each of our cabins and park pods has 1–3 steps at the entrance, with parking conveniently located directly outside your accommodation for easy loading and unloading. If you have any specific mobility concerns, please contact us before booking to discuss suitable options.

### **Accessible Toilets**

We offer accessible toilets and showers, equipped with handrails in both the men's and women's amenities blocks, providing extra support for guests with limited mobility.



### **Service Animals and Pets**

We welcome accredited service animals across the park. Guests are kindly asked to provide proof of service animal certification on arrival.

Cabins and park pods are reserved for certified service animals only.

Powered and unpowered sites remain pet-friendly, allowing all furry companions to enjoy your King Valley adventure alongside you.

### **Your Feedback Matters**

We are always looking for ways to improve our accessibility offerings. If you have any suggestions, feedback, or specific requirements that could help make your stay more comfortable, we'd love to hear from you.

 Email us at:

[info@valleyviewcaravanpark.com.au](mailto:info@valleyviewcaravanpark.com.au)

 6 Valley View Drive, Whitfield VIC 3733

 (03) 5729 8350