

Accessibility Guide for Ayr Craigie Gardens Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ ayrcraigiegardens@camc.com

☎ 01292 264909

🌐 <https://www.caravanclub.co.uk/club-sites/scotland/south-ayrshire/ayr-craigie-gardens-club-campsite/>

At a Glance

Level Access

- The site is relatively level throughout

Step only Access

- The male and female toilet and shower facilities have step only access
- The dishwashing and laundry rooms have step only access

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block

Accessible Pitches

- No designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.



We support the Hidden Disabilities Scheme

- Our organisation supports the Hidden Disabilities Scheme, lanyards and pins are available in reception

Site Address

Ayr Craigie Gardens Club Campsite
Craigie Road,
Ayr,
South Ayrshire,
KA8 0SS,
Scotland

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side of the access road when you enter the site
- The main site is accessed via a barrier which is 1200mm high
- The ground is level in this area with hard surfaced paths linking facilities.

Parking

- A new arrival bay is set next to the Reception building.
- There is no visitor parking on site
- The route from the new arrival and parking bays to reception is level
- There is 1 Late Night Arrival bay on site

Entrance into Reception

- Reception can be accessed via a shallow ramp or a 200mm step
- The entrance door is 1000mm wide with a 30mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1500mm above ground level



Reception

- There is approximately 2350mm x 2200mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with no dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout
- There are some level footpaths throughout the site

- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Touring Pitches

- There are 90 pitches on site, all of which are hardstanding
- Temporary multipurpose access rubber matting is not provided
- There are no designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- The site is relatively level and there are hardstanding pitches available near the toilet block should these be required

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block, which is set to the north of the site
- The toilet block is accessed via a dropped kerb to the pavement surrounding the building
- The accessible facilities can be accessed via a ramp leading to the door from the surrounding pavement
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2000mm x 2450mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 470mm, and the shower seat is 550mm above the floor level
- The clear space to the side of the toilet is 700mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1250mm above floor level

- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one Toilet Block on site, set towards the north of the site
- The entrance doors to the male and female facilities are 750mm with a 150mm step in
- The female facilities contain, 8 WC cubicles, 4 Shower cubicles and 6 Privacy Washbasin cubicles
- The male facilities contain 5 WC cubicles, 5 Urinals including 1 lower cubicle and 8 Privacy Washbasin cubicles one of which contains a drop down baby changing table at 950mm high
- In both the male and female areas there is a modified WC cubicle, shower cubicle and privacy washbasin cubicle, with grab rails to assist with mobility
- Taps in each area incorporate lever controls



Baby and Toddler Cubicle - Toilet Block

- There is a small baby and toddler cubicle inside of the female facilities
- The cubicle door has a code lock to access at 1100mm high
- There is 800mm x 1750mm clear space in front of the bath
- There is a half sized bathtub, with a shower above with lever turn taps
- There is a drop down changing unit at 850mm high



Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area
- There is a 900mm wide opening with a 140mm step in
- There is 3150mm x 600mm clear space in front of the sinks
- There are 3 sinks at 850mm with no knee space below
- Twist taps available



Laundry – Toilet Block

- Level access via paved area
- The door is 900mm wide over a 140mm step and opens outwards
- There is 2000mm x 2700mm clear space
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 2 sinks at 850mm with 750mm knee space below
- Twist turn taps fitted



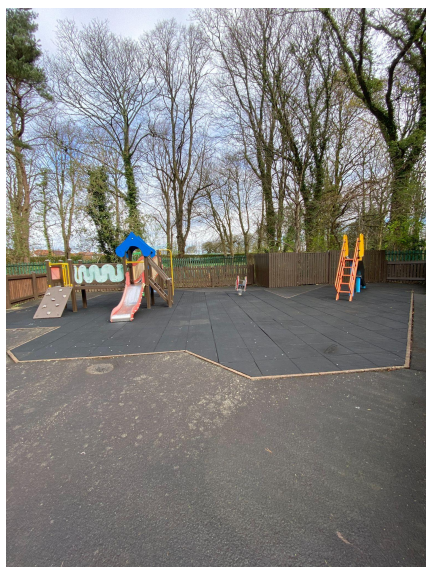
Information Room – Opposite Reception

- Access via a 120mm high kerb
- The door is 740mm wide, over a 100mm step in
- The room's dimensions are 1350 x 2000mm
- Information is displayed on a shelf at 1050mm high



Children's Playground

- There is a children's playground to the far end of the site
- There is access to the playground via a slightly uneven path
- The gate is 900mm wide
- The play equipment is on safety flooring



Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- There is level access from the adjacent roadways
- The paths around the Service Points can be as narrow as 700mm wide
- The water taps are at a maximum of 900mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 870mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the toilet block
- The taps are 880mm above a 120mm kerb



Information

Written Information

- A range of leaflets for local attractions are available in the Information Room.
- Please ask at reception if you have difficulty reading third party leaflets and staff will be happy to read these to you upon request

Customer Care & Support

Booking Procedures

- If you have any specific requirements for your stay please contact the site directly and they will be happy to discuss your requirements and reserve you the most suitable pitch wherever possible.

Evacuation

- There is an assembly point in the opposite reception in the event of an emergency
- Please ask at reception for more details

Customer Care and Staff Training

- All on site staff have received disability awareness and etiquette training.

Public Transport

- Ayr train station is approximately a 15 minute walk from the site, with trains to Glasgow and Stranraer
- There is a bus stop approximately a 10 minute walk from the site, with routes to local towns and Glasgow

Taxi

- Please contact the site who keep a list of local taxi companies including those offering a wheelchair accessible service where available.