

Accessibility Guide for Borrowdale Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ borrowdale@camc.com

☎ 01768 777275

🌐 <https://www.caravanclub.co.uk/club-sites/england/lake-district/cumbria/borrowdale-caravan-club-site/>

At a Glance

Level Access

- The site slopes throughout, with some steep hills and the dog walk off the site has uneven grass which may be difficult to manoeuvre for those using walking aids or wheelchairs

Step only Access

- There is step only access to the Reception and the Information Room

Accessible Toilets and Showers

- There are no toilet or shower facilities on site

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

Borrowdale Caravan Club Site
Manesty,
Keswick,
Cumbria,
CA12 5UG

Arrival and Reception

Approach Route

- The access to the site is using a country lane, which can be narrow in places
- There is access to the site is down a steeply sloping tarmac drive
- The reception building is to the right when you enter
- There is a no barrier to the site
- The ground is level in this area with hard surfaced paths linking facilities.

Parking

- A new arrival bay is set within a few metres of the Reception building.
- There is no visitor parking available
- There are no late night arrival bays

Entrance into Reception

- The reception is accessed by a 120mm step up
- The Entrance door is 800mm wide over a further 120mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 950mm above ground level



Reception

- There is approximately 1700mm x 2300mm 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
- There are a range of items available for sale on shelves from 100mm to 1300mm



Getting around the Site

- The site is steeply sloping throughout, and the pitches are
- Pedestrians share vehicles routes, which are well maintained tarmac with no speed bumps

Pitches

- There are 59 pitches on site, all of which are hardstanding
- Roll out mats are 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.
- There are 5 hardstanding pitches on site, which are closest to a service point which may be recommended

Toilets and Changing Facilities

There are no toilet and shower facilities on site.

Other Facilities

There are no dishwashing or laundry facilities on site.

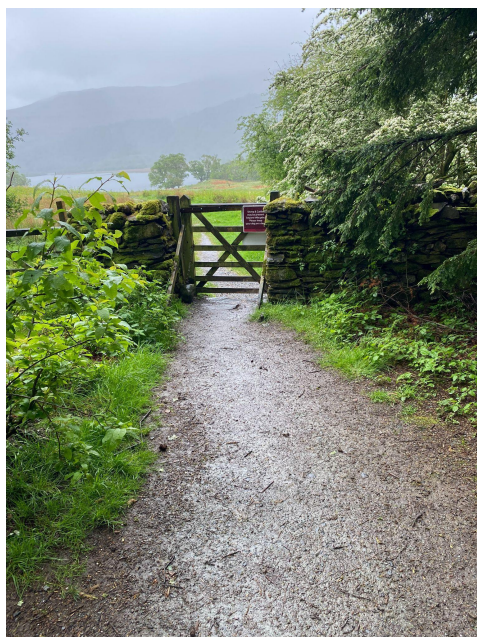
Information Room – Adjacent to Reception

- The information room is in a small wooden hut, next to the reception block
- There is a 200mm step up to the information room
- The door opens to 700mm wide and opens outwards
- The room's dimensions are 1500mm x 1900mm
- Information is displayed on a shelf at 1000mm high



Dog Walk

- There is a dog walk to the east of the site heading towards the lake
- There is access via a pathway from the site
- There is a 1100mm wide gate, with a latch at 1100mm high
- The ground to the walk is grass and can be uneven in places



Path to Dog Walk

Service Points

- There are Service Points at intervals around the site, please check the site map for details
- All of the service points are on concrete settings, with level access from the roadways apart from the bin area closest to the lake, which is accessed via a 220mm high step
- The paths around the Service Points can be as narrow as 700mm wide
- The water taps are at a maximum of 850mm high, with cross head taps
- Chemical Waste Points can be found here too



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located opposite the service point closest to the lake
- There is a 100mm kerb, and the taps are 1150mm from the 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 opposite the 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

- Buses run past the site to Keswick and Buttermere.

Taxi

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