

Accessibility Guide for Camelford Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ camelford@camc.com

☎ 01840 212206

🌐 <https://www.caravanclub.co.uk/club-sites/england/devon-and-cornwall/cornwall/camelford-caravan-club-site/>

At a Glance

Level Access

- There is level access to the accessible toilet and shower and to the service points

Step only Access

- The Reception, Information and Laundry Room, Dishwashing area and Male and Female toilets all have step only access

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle next to 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

Camelford Caravan Club Site
Camelford,
Cornwall,
PL32 9RF

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway, which is fairly steep
- The reception building is on the left hand side when you enter the site
- There is no entry 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 on site
- There are no late night arrival bays

Entrance into Reception

- There are 4 160mm high steps with handrails to either side, which lead to a paved area outside of the reception building
- There is also access to the reception via a sloping path, which has level access from the road at the back of the building
- The Entrance door is 700mm wide with a 70mm step into the reception
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1300mm above ground level



Reception

- There is approximately 1400mm x 1600mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with a 40mm overhang and incorporates a lift up countertop
- The desk is not fitted with a hearing loop



Getting around the Site

- The site slopes gently throughout at a gradient of approximately 1:20
- Pedestrians share vehicles routes which are well maintained tarmac and do incorporate one speed bump

Pitches

- There are 41 pitches on site, 13 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 is 1 hardstanding pitches and 2 grass pitches within 80 meters of the toilet block and the accessible toilet which would be recommended for those with accessibility needs
- These pitches are 35m - 70meters from reception

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Near Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in a portaloo cubicle near the toilet block
- The toilet cubicle is accessed via a ramped path starting at the back of the toilet block, with no handrails
- The door is 850mm wide, over a 10mm threshold
- The cubicle door is secured by a RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2500mm x 2750mm
- The light and extractor fan are both turned on by separate pull cords both of which are 1160mm from the floor level
- The shower tray is slightly raised with a gentle ramp to access
- The WC pan is left hand transfer.
- The shower seat is right hand transfer however the person using the shower seat would have to access from the front
- The toilet seat is 480mm, and the shower seat is 450mm above the floor level
- The clear space to the side of the toilet is 1200mm 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 between 1000mm - 1100mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1380mm above floor level
- The basin taps and shower controls are fitted with levers



The Accessible Cubicle



The entrance into the cubicle



Accessible Toilet and Shower

Standard Toilets and Washrooms

- There is one toilet and shower block to the middle of the site
- Parking is available next to Toilet Block
- Entrance doors are accessed by a paved area, with two 160mm high large steps
- There is a 190mm step up into the male and female areas, the doors are 730mm wide
- The female area has 6 WC Cubicles, 3 Shower Cubicles and 3 Privacy Washbasin Cubicles
- The male area has 4 WC Cubicles, 3 Shower Cubicles and 4 Urinals but no Privacy Washbasin Cubicles
- There is one modified WC cubicle in each area, with grab rails to assist mobility
- Taps in each block incorporate lever controls



Toilet Block

Other Facilities

Dishwashing – Toilet Block

- The Dishwashing area is under a covered area at the end of the toilet block
- There is a 200mm step up, through an 850mm wide entryway
- There is 1550mm x 3150mm clear space behind the sinks
- There are 3 sinks at 940mm high with 860mm kneespace underneath
- There are only twist turn taps available



Laundry and Information Room – Adjacent to Reception

- There is access to the Laundry and Information Room via the steps to reception or via the path around the back of the reception building
- The room is both the laundry room and the information room
- The door is 700mm wide with a 70mm step in and opens outwards
- The room is 3400mm x 2700mm
- There is 1 front loading washing machine and 1 front loading tumble dryer
- The coin slots are 1050mm high

- There are 2 sinks at 900mm high with 750mm knee space below
- The sinks only have twist turn taps to them
- Information leaflets are displayed between 650mm to 1400mm high



Dog Walk

- There is a dog walk to the entrance of the site
- It is accessed across a grass area of the site
- There is an 800mm wide gate to access
- The dog walk area is grassed and leads to a larger gate to access outside of the site

Service Points

- There are at intervals Service Points around the site, please check the site map for details
- All of the service points are on concrete settings
- The paths around the Service Points can be as narrow as 700mm wide
- The water taps are at a maximum of 680mm high, with cross head taps
- Chemical Waste Points can be found on site too



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located to the centre of the site
- The taps are 1100mm high



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 at the entrance of the site 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

- There is a bus service a 15 minute walk away from the site with buses to Wadebridge, Bude, Tintagel and Boscastle

Taxi

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