

Access Information Statement

Modbury

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, typetalk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan and Motorhome Club's website has been designed with accessibility in mind, and includes keyboard navigation and Browsealoud texthelp. The Website complies with the W3C level A guidelines.

Arrival and car parking facilities

There is no vehicle barrier at the entrance to the site. There is space for two vehicles in the new arrivals bay in front of the reception. There is also a parking area for visitors/ late night arrivals with a tarmac surface for three vehicles. There are no spaces designated for disabled people and no crossing with tactile warning strips on the route to the reception.

Reception

The reception is approached up a 1:12 gradient ramp or single step to a covered veranda. The reception entrance door is wide, has a lever handle and high-level vision panel and is outward-opening. There is a call bell for summoning assistance from the warden. The reception is just large enough for a user to turn their wheelchair (1560mm clear width) and the counter height is 880mm with a 65mm overhang. It is not currently fitted with a hearing induction loop system to assist hearing aid users. There are items for sale on shelves ranging from 500mm to 1600mm height.

Pitches

There are no pitches permanently designated for disabled people. A choice of four gravel/ hard pitches or three grass pitches are made available for disabled people near the toilet block. These pitches are between 130m to 150m from the reception and information room, and between 25m to 50m from the toilet block (accessible WC cubicle, vegetable preparation area, laundry).

Public areas of the site

The site is on terraced levels each with sloping access roads between. Some sections of access road slope at 1:15 gradient but there are no speed bumps. Both pedestrians and vehicles share the access road and there is no definition between pedestrian and vehicle routes.

Toilet blocks

The male, female and accessible facilities are within the toilet block. There is space for parking near these facilities.

There is a step into the male facilities and a level entrance into the female facilities. Both have wide doors opening inwards with mat-wells.

In both **male and female facilities** one WC, one privacy cubicle, one shower cubicle, and in the male facilities one urinal, are fitted with grab rails to assist ambulant disabled people. The taps to the washbasins are lever type to assist people with limited manual dexterity but there are no thermostatic mixers. Both male and female facilities have poor visual contrast between sanitary fittings and their background. Internally they have tiled floors.

There is an **accessible shower and toilet cubicle** located near the female facilities, which is opened using a standard key. From the parking bay and access road, it has a ramped approach with only one handrail and the steepest section at 1:10 gradient. The wide outward-opening door has a level threshold. The room is 2450mm wide x 2080mm deep with a non-slip tiled floor. The WC provides for right-hand transfer and the shower provides for left-hand transfer. The layout of the WC, washbasin and grab rails are mostly to AD M standards, but the washbasin is too far (560mm) from WC pan. There is no backrest on the WC and an incorrectly placed vertical rail at the washbasin. The shower has wall-mounted grab rails and a drop-down seat, but no drop-down rail. An alarm system is provided. The shower controls are not lever type, so are difficult for people with limited manual dexterity, and the washbasin does not have a thermostatic mixer. There is poor contrast between the fittings and their background.

Other facilities

The **information room** is next to the reception. It has a steep approach ramp and the door has a narrow effective clear width. Internally there is reasonable circulation space in front of leaflets, which are displayed between 940mm and 1400mm height. There is a **vegetable preparation area** at the end of the toilet block with a ramped approach route. The sinks are high (910mm height) and do not have lever taps or thermostatic mixers.

The **laundry** facility is located in a room on the front of the toilet block, which has a ramped approach with a steep section at 1:10 gradient. There is a level entrance door with vision panels and lever handles. Internally there is sufficient circulation space. There are top-loading washing machines and front-loading tumble dryers.

The coin slots are at 1100mm height. The iron and its coin slot are mounted at 1400mm height. Sinks are at 900mm height and the taps are not lever type.

The **public telephone** is in a box near the reception. The phone coin slot, key pad and receiver are at 1400mm height. The phone has an inductive coupler to assist hearing aid users.