

Access Statement

Yellowcraig

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

The site has 2 spaces for new arrivals and visitor parking on the grass outside the gate for visitors. For late arrivals there is space for 2 caravans near the site entrance. There is currently no designated accessible parking bay and the grass surface may be difficult for wheelchair users.

Reception

The reception block is clearly visible upon entry into site, there is a small sign by door. The reception has a step-free approach route with no kerbs. There is a call bell for assistance but this is located at a height of 1580mm by the door. The door has an adequate clear width and a lever handle but there is a threshold step of 200mm presenting a barrier to wheelchair access. The reception achieves manoeuvring space for a wheelchair user of 1400mm x 1800mm. The counter height is 900mm. The reception is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are no pitches permanently designated for disabled people. All pitches are on level ground but gravel and grass pitches are likely to cause difficulties for wheelchair users and buggies. There are 4 pitches which are used for disabled visitors. Pitches are near to the accessible WC and other facilities as well as reception/shop.

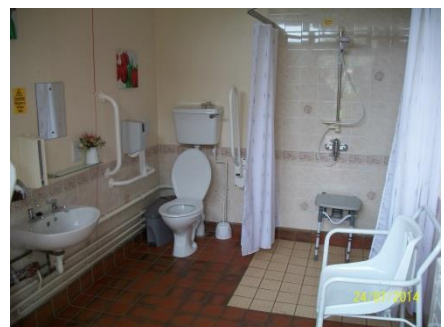
Circulation around the Site

The site is level with a tarmac road without speed bumps running around the site. Both pedestrians and vehicles use this access road and there is no definition between pedestrian or vehicle routes. A site map is available as a leaflet from reception. This small site and it is fairly straightforward to find one's way around. The site has adequate signage throughout.

Toilet Blocks

The male and female toilet facilities are back to back in the main toilet block with separate entrances off a shared lobby. The accessible WC is located in the block opposite, which has a separate entrance. There is no space for parking near these facilities, but as the serviced pitches are all within close proximity, there is little need for parking.

There is an **accessible WC and shower cubicle** located at the block on the opposite side, which is opened using a standard key.



This facility has good level access. The door is outward-opening with a flush threshold, there is a well-designed slide lock and it can be opened from the outside if someone falls against it in an emergency. The room has generous circulation space. The floor is tiled which becomes slippery when wet; however warning signs are clearly visible. The WC and wash basin layout are generally to AD M standards, although there are some elements which require attention, such as: WC pan is too close to the near wall for an assistant to stand (to help with transfer), the washbasin is too far from WC pan, the alarm reset button is too far from WC pan, there are individual taps to the basin, the transfer space between WC pan and shower is narrow although the level shower space can be used if the curtain is withdrawn.

Both the **female and male toilet** facilities have excellent level access. Both have doors that are kept locked with keys available at reception. Internally they have tiled floors, which might be slippery when wet. Both facilities have acceptable visual contrast between fittings and their background. There are privacy cubicles with washbasins in each of the single sex facilities.

1 has grabrails for ambulant disabled people. In both male and female toilets one WC and one shower cubicle is fitted with grabrails to assist ambulant disabled people. There are no grabrails at the urinals. The taps to the washbasins are single lever type.

Other Facilities

The **information hut** is next to the reception. The approach is step-free but there is a ramp at the door. The entrance door has a clear width of 1000mm. The leaflets are located on shelves and holders at 400mm-1300mm height

The **laundry facility** is located in a room within the toilet block. The door has a suitable 820mm clear effective width but it is quite heavy to open and there is no vision panel. The room has adequate circulation space within. The machine controls and coin slots are at an acceptable height of 1150mm. Sinks are at 900mm height and the taps are single twist type. Tiles may be slippery when wet and contrast is generally poor between elements within this facility.

There is an **open-sided dishwashing area** in a narrow room next to the WC block. There is a step up upon entry and the room is too small and narrow for a wheelchair user to manoeuvre. The sinks are 900mm high with non-lever type handles and inadequate knee space.

The **public telephone** is within a phone booth near reception which has a very small circulation space. The phone coin slot and receiver are set high at approximately 1300mm-1400mm height. The phone has an inductive coupler to assist hearing aid users.