

Accessibility Guide for Exmoor House Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ exmoorhouse@camc.com

☎ 01398 323268

🌐 <https://www.caravanclub.co.uk/club-sites/england/southern-england/somerset/exmoor-house-caravan-club-site/>

At a Glance

Level Access

- The site is relatively level throughout

Step only Access

- There is no 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

Exmoor House Caravan Club Site
Kemps Way,
Dulverton,
Somerset,
TA22 9HL

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side when you enter the site
- There is no entrance 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 further parking on site.
- There are no Late Night Arrival bays on site

Entrance into Reception

- There is a gentle slope leading to the reception door
- The entrance door is 850mm wide, over a level threshold
- 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 2800mm x 2350mm clear space within the reception
- The reception desk is set 900mm above the floor but does not incorporate a dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

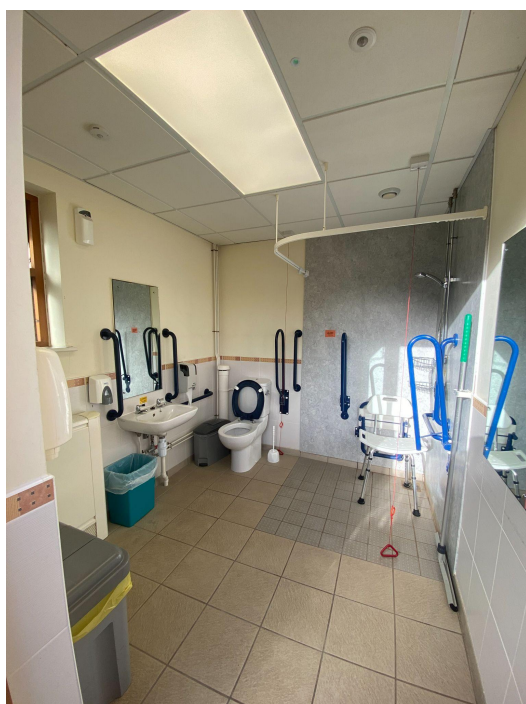
Pitches

- There are 66 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.

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the central toilet block
- The Accessible Toilet and Shower, is to the back of the toilet block and can be accessed via a 1100mm wide pathway, there are signs on the toilet block to guide
- The door is 850mm wide, over a flush 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 2500mm x 2200mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 400mm above the floor level
- The clear space to the side of the toilet is 900mm 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 are two toilet and shower blocks on site, one is within the reception building and one is to the middle of the site
- Entrance doors to the toilets in the reception block are 800mm wide over a level threshold
- Entrance doors to the toilets in the central toilet block are 800mm wide over a level threshold
- The female area in the reception block has 4 WC cubicles, 2 Shower cubicles and 4 Washbasin Privacy cubicles
- The male area in the reception block has 3 WC cubicles, 3 Urinals including 1 lower urinal, 2 Shower cubicles and 4 Washbasin Privacy cubicles
- The female area in the central block has 4 WC cubicles, 4 Shower cubicles and 2 Washbasin Privacy cubicles
- The male area in the central block has 2 WC cubicles, 2 Urinals including 1 lower urinal, 4 Shower cubicles and 3 Washbasin Privacy cubicles
- In each area there is a modified shower cubicle and a modified WC cubicle with a handrail to assist mobility
- Taps in each block incorporate lever controls



Central Toilet Block

Other Facilities

Dishwashing and Information Room – Reception Block

- There is a combined dishwashing and information room to the rear of the reception block
- There is a level approach via the pathway around the block
- The door opens to 900mm wide over a level threshold and opens outwards
- There is 1100mm x 2450mm clear space in front of the sinks
- There are 3 sinks, at 850mm high with 650mm kneespace below
- Lever taps available
- The information area has 1000mm x 1100mm clear space to manoeuvre
- The information is displayed between 500mm and 1700mm high



Dishwashing – Central Toilet Block

- There is a dishwashing room within the central toilet block
- There is a level approach via the paved area around the toilet block
- The door opens to 900mm wide over a level threshold and opens outwards
- There is 700mm x 3600mm clear space in front of the sinks
- There are 3 sinks, at 800mm high with 600mm knee space below
- Lever taps available



Dishwashing Room - Central Toilet Block

Laundry – Reception Block

- There is a laundry room to the left side of the reception block, when facing the front of the reception block
- It can be accessed via a paved area around the block
- The door opens to 850mm wide
- There is 1800mm x 3000mm clear space
- There are 2 front loading washing machines and two front loading tumble dryers with token slots at 1050mm
- There are 2 sinks at 850mm high with 650mm knee space below
- Lever taps fitted



Service Points

- There is a service point at the central toilet block
- The service point has level access from the adjacent roadway
- The water taps are at a maximum of 950mm high, with cross head taps
- Chemical Emptying Points can be found in each of the toilet blocks
- The Chemical Emptying Point taps are 1500mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the central toilet block
- The taps are 1150mm above the 150mm 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 at the circular grass patch behind 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

- There is a bus service that runs 300 yards from the site, with buses that go to Minehead, Tiverton or Taunton

Taxi

- There are very limited taxi services in the area, and these can be difficult to organise from the site.