

Access Statement

Ilfracombe

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 entry barrier. This site has no toilets or other facilities. There is no designated late arrival. Visitor parking is limited to 3 spaces near the reception block.

Reception

The site office is located near the site entrance. A call bell for summoning assistance is mounted at high level inside the reception lobby, which is an inaccessible location because of the entrance step. There is a sloping pavement and 110mm step at the reception lobby door. The outer and inner lobby doors are narrow achieving a 710mm clear width. Internally the space at the counter is restricted, and the counter is at a height of 850mm. There is 1 chair with arms. The reception is not currently fitted with an induction loop system to assist hearing aid users.

Pitches

There are 100 pitches in total. There are no pitches specifically designated for disabled people. 3 pitches are recommended for disabled people as they are on a level part of the site. There are no roll-out mats available. The more level pitches are over 50m away from the reception and information/telephone room, but there are no other facilities on the site.

Circulation around the Site

The main pedestrian routes through the site share the vehicle roadways which have firm, well maintained tarmac surfaces. There are no speed bumps within the site. Most of the roadways slope gently at a gradient of approx. 1:20.

Toilet Block

The site has no toilet or shower facilities. The site has no accessible WC or shower.

Other Facilities

There is **no laundry or dishwashing area**.

The **information room** is within the reception lobby, so it is only reached via a step (see entry to reception). Internally the door swing restricts the usable space and some leaflet racks are at high level.

The **public telephone** is within the information room. The telephone and coin slots are set at 1200mm from floor level. The phone has an inductive coupler to assist hearing aid users.