

Access Statement

Norfolk Broads

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 ample space in front of reception for new arrivals. There are no entry barriers. Visitor parking is available in front of the site reception for 4 cars although the bays are not marked on the ground. There are no designated accessible bays in the car park however there is ample forecourt space for accessible parking. There is no facility to accept late night arrivals. The route from the car park to reception is about 25m long. The route is across the level forecourt and then there are three routes that could be taken: to the left via a dropped kerb and 1:8 1800mm ramp, in the centre up a 50mm kerb and 3m 1:12 ramp or to the right up a 150 defined kerb and up a 1:12 ramp. There are no handrails to any route.

Reception

The entrance door has a level threshold and a clear opening width of 750mm. The bell at the side of the door is fixed at an accessible height. The internal space is reasonably generous and offers room for a wheelchair user to manoeuvre. The reception counter is 880mm high. There is no hearing induction loop system to assist hearing aid users.

Pitches

There are 110 pitches on the site; none of them are permanently designated for people with disabilities. Allocation of pitches is flexible on request and subject to availability. The recommended accessible pitches are level. Access to the toilet facilities from these pitches is via one of two ramps or a set of steps as the toilet block is raised above the general site level.

There are hard surfaced pitches close to the toilet facilities and reception. There are grass pitches remote from toilets and reception. There are grass and hard pitches adjacent to service points. No roll-out mats are available. The nearest hard pitch is 25m from the toilet block and 50m from reception. Grass surface pitches are around 170m from toilet facilities and 250m from reception.

Circulation around the site

The access roads around the site are of tarmac with no speed bumps. The paths around reception and the information room have ramps of 1:12 and 1:8. The paths leading to the toilet block have ramps of 1:12 and 1:9. There are no handrails to any of the ramps.

Toilet block

There is one toilet block about 75m from reception. Accessible facilities are sited within this toilet block. There is parking provision adjacent to the main toilet block and accessible facilities.

There are separate entrances with lobbies to the male and female toilets and the doors are clearly marked and identifiable. The outer doors to the lobby are normally left open. The thresholds to the toilets are level. The inner doors to the toilet lobbies are opened using a Yale key at 1300mm from the floor, open outwards and are easy to open; none of them have vision panels. The outer doors have a 700mm effective clear opening and the inner doors a clear opening width of 760mm.

Male toilet facilities - There are three urinals all with modesty screens and one is fitted at a lower level. There are no grabrails fitted. There are five WC cubicles with inward opening doors; no grabrails fitted. There are two washbasins with small lever taps; no grab rails are fitted. There are four privacy cubicles none of which has grabrails fitted. All are fitted with small lever taps. There are six shower cubicles which have inward opening doors and level floors. There are no grabrails fitted. The shower controls are at 1250mm from the shower floor level; the shower heads are fixed at 1900mm from the floor.

Female toilet facilities - There are seven WC cubicles with inward opening doors; no grabrails fitted. Door locks are easy to operate by people with limited manual dexterity. There are two washbasins at a height of 850mm from the floor with small lever taps; no grab rails are fitted. There are four privacy cubicles with wash basins at a height of 840mm from the floor none of which has grabrails fitted. All are fitted with small lever taps. There are six shower cubicles with inward opening doors and level floors. There are no grabrails fitted. The shower controls are at 1250mm from the shower floor level; the shower heads are fixed at 1900mm from the floor.

There is one combined **accessible WC and shower** within the main toilet block having its own access. The paths leading to the toilet block have ramps of 1:12 and 1:9. There are no handrails to any of the ramps. The unit has a RADAR lock fixed at 1000mm from the floor. The door opens inwards, the clear opening width of the entrance door is 900mm. There is good space within the unit for circulation in a wheelchair. The WC is for right hand transfer. The shower has a level floor and although there is no drop-down seat a shower chair is provided. There are fixed vertical and horizontal grabrails fitted but non that drop down; the horizontal rail is very low at 450mm from the floor. The controls are clear and easily accessed at 700mm from the floor and the shower has an adjustable height head. There is no grabrail to the right side of the basin.

Other Facilities

The **information room** has a 120mm stepped entrance. It has 1200mm clear opening width to door – normally open. There is spacious and ample room for wheelchair mobility if the step can be overcome. It has shelves at 800mm and 500mm from the floor.

There is a BT **telephone** in a kiosk close to reception. It has 760mm clear opening width to door with 25mm step. The kiosk is 1100 x 1000mm. The telephone is at 1400mm from the floor.

The **dishwashing area** door has an 840mm clear opening width. There is room for wheelchair mobility, three sinks at 890mm high with screw-top taps.

The **laundry** has an effective clear door opening width of 840mm. The door is locked with a Yale key operation at 1300mm from the floor. It has good internal space for wheelchair circulation, two sinks at 880mm from floor level, screw top taps. A front-loading washer and dryer coin operated with slots at 1000mm high from floor level.

The **Baby and Toddler Room** has effective clear door opening width of 790mm. The door is locked with a Yale key operation at 1300mm from the floor. There is only a small handle to open the door from the inside. There is no special accessible provision. The room houses a small bath, stool, wash basin, waste bin, low WC and drop down baby change bench.

There is a **children's play area**, a **boules arena** and a **dog walk** on site. Access to the children's play area and the boules arena is via gently sloping concrete slab footpath. The dog walk is grassed and the terrain is uneven.

Services Points - There are 5 service points and one motor caravan waste point. Drinking water and waste water disposal is available at five service points, one of which is adjacent to the toilet block; these all have gullies flush with the ground. The lip to the chemical closet emptying point is 600mm from the floor making emptying difficult for people with mobility impairments. A motor home emptying point is available adjacent to the toilet block