

Access Statement

Start Bay

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 separate entrance and exit points. There are no gates or barriers. While there are no parking bays marked out for new arrivals, there is space for arrivals outside the reception. There is a visitors car park opposite the toilet block with 6 marked parking bays, including 1 disabled. There is no provision for late night arrivals. Access to the reception for new arrivals is from the tarmac road on to a poorly designed and built ramp. There is a dropped kerb on 2 corners of the ramp with a cross gradient of 1:9 across the ramp gradient of 1:9. There is insufficient space at the top of the ramp for most wheelchair users to manoeuvre and enter the reception.

Reception

The half glazed inward-opening door has a clear opening width of 790mm. There is a level threshold, but because of the size of the room, there is not enough space for a wheelchair user to manoeuvre. The height of the reception desk is 890mm above floor level. There is a call bell for assistance on the warden's gate. The reception is not currently fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are 4 designated accessible pitches; 2 near the toilet block, and 2 near the lower middle service point. The pitches are hardstanding and can be pre-booked through the warden. Both sets of accessible pitches are equidistant from the reception at 40 metres. Access to the reception and toilet facilities from the lower pitches is up a 1:11 sloping tarmac road. Access to the higher pitches is along a level tarmac road.

Public areas of the site

Pedestrians share the tarmac roads with the site traffic.

Toilet Block

The toilet block building houses male and female facilities, an accessible WC, dishwashing areas, laundry and information room. There is parking opposite the toilet block. A raised block paved pedestrian area around the toilet block has been created to give level thresholds into all the facilities. There are dropped kerbs onto this area from the tarmac road. There are some problems with the ramped areas having cross slopes and an incorrect use of tactile paving.

To the **Male Toilets** both the outer door and the lobby door have level thresholds. The outer door is inward-opening with a clear opening of 791mm into a lobby. The inner door is outward-opening. There are 5 WC cubicles, 1 equipped with grabrails and a sign. All the doors are inward-opening. There are 4 urinals: 1 with grabrails, 1 at child's height. There are 2 washbasins 875mm above floor level with lever non-mixer taps. There are 6 privacy cubicles, 1 with grabrails. The washbasins are 835mm above floor level and have lever non-mixer taps. There 5 shower cubicles; 4 with a poorly visible step down into shower tray, and one fully equipped with shower/drying seat, grabrails and level access into the shower.



To the **Female Toilets** both the outer door and the lobby door are solid wood and have level thresholds. The outer door is inward-opening with a clear opening of 790mm into a lobby and the lobby door is outward-opening with a clear opening of 790mm. There are 6 WC cubicles, 1 equipped with grabrails. All the doors are inward- opening. There are 2 washbasins 840mm above floor level with lever non-mixer taps. There are 6 privacy cubicles, 1 with grabrails. The washbasins are 865mm above floor level and have lever non-mixer taps. There 6 shower cubicles; 4 with a poorly visible step down into shower tray, and 1 equipped with grabrails and a level access shower.

There is a combined **accessible shower and toilet** located adjacent to the other toilets and accessed over a level threshold via the raised paved area using a RADAR key. The level access shower is of adequate size and transfer is from the right. There is a drop-down shower seat and a portable shower chair. The shower controls are lever type and 980mm above floor level. The shower head is moveable and at a height of between 1330 and 1675mm above floor level.

Other Facilities

The **information room** is located at the far end of the Toilet Block. The door is inward opening. There is a level threshold and a clear opening of 890mm.

The **dishwashing room** is in the Toilet Block. It has half glazed outward- opening double doors with a clear opening of 1690mm. There are three sinks with lever non-mixer taps 840mm above floor level.

The **laundry** room is at the far end of the Toilet block. The half glazed door is inward opening over a level threshold and has a clear opening of 890mm. The machines are front loading.

The **baby and toddler room** is located at the front of the Toilet Block. The solid wood door has a level threshold. The door is outward opening with a clear opening width of 786mm. There is a child's WC, a bath with shower fitting and a drop-down nappy changing table.

There is no **public telephone** on site.

The **service points** are all accessible for wheelchair users with a level threshold from the tarmac road onto concrete.

The **dog walk** is reached by a path of shingle, up a slope with a gradient of 1:12 in places.