

Access Information Statement

Steamer Quay

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 is small, so parking for visitors and new arrivals is limited to two vehicles on an area of tarmac near the reception block. There are no bay markings and no spaces designated for disabled people.

Reception

The reception is entered through a low and narrow door with poor visual contrast with its surroundings at the side of the reception block. There is a 120mm step at the entrance door. A call bell for assistance is located on the warden's compound fence. The door has a lever handle and vision panel, and opens to outside.

Pitches

There are no pitches permanently designated for disabled people. Three grass pitches are made available for disabled people near the accessible WC block.

These accessible pitches are between 30m to 50m from the reception, between 20m to 30m from the accessible WC, and between 10m to 20m from the combines information room/vegetable preparation area/ washing-up room.

Public areas of the site

A level tarmac road without speed bumps runs around the site, which has only grass pitches. Both pedestrians and vehicles share this access road and there is no definition between pedestrian and vehicle routes.

Toilet block

The male, female and accessible facilities are within the toilet block. There is no space for parking near these facilities, as the site is very small. There are steps at the entrance into the male facilities and a ramp into the female facilities. Both have inward-opening doors. Internally they have terrazzo flooring and non-slip vinyl in the shower cubicles.

There are no privacy cubicles. In both male and female toilets one WC and one shower cubicle are fitted with grabrails to assist ambulant disabled people. There are no grabrails

at the urinals. The taps to the washbasins are not lever type and the locks on the WC doors are difficult for people with limited manual dexterity. Both facilities have poor visual contrast between the fittings and their background.

The combined accessible shower and WC is a Portaloo cubicle near the female facilities. It has a 1.5m long ramped approach at 1:12 gradient with no handrails. The outward opening door is unlocked with a key. It has no indicator to say that the cubicle is occupied. The entrance door has a slightly raised threshold and the room has dimensions of 2600 x 2800mm. The WC offers left-hand transfer and the shower seat offers right-hand transfer. There is no second vertical rail at the washbasin. Taps and controls are level type to assist people with limited manual dexterity, but there is no thermostatic mixer tap at the washbasin. The shower has a small enclosure (760 x 1100mm) with a slightly raised plastic shower tray with ramp. Elsewhere in the cubicle the floor is lino.

Other facilities

The information room is combined with the vegetable preparation/ washing up area in the toilet block. There is a 150mm step at the entrance door, which is 700mm wide. The leaflets are displayed at 1300mm to 1700mm height. The vegetable preparation/washing up sinks are 900mm high with a kneehole space.

There is no laundry or public telephone on site.