

## Accessibility Guide for York Rowntree Park Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 <https://www.caravanclub.co.uk/club-sites/england/yorkshire/north-yorkshire/york-rowntree-park-caravan-club-site/>

### At a Glance

#### Level Access

- The site is relatively level throughout

#### Step only Access

- The main facility block is accessed via a long wide ramp, allowing step free access to the facilities

#### 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

York Rowntree Park Caravan Club Site  
Terry Avenue,  
York,  
North Yorkshire,  
YO23 1JQ

## 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
- The gate from the road is left open during the day but access into the site is controlled via a vehicle barrier controlled by card access. The controls for this barrier are 1200mm high
- 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 stairs to the Reception building.
- There are 5 visitor parking bays, including 1 disabled car parking space.
- There are no late night arrival bays



### Entrance into Reception

- The reception building is accessed by 2 flights of 8 steps, with handrails to either side with contrasting nosings

- There is also a 1550mm wide ramp available to the left of the entrance barrier which gives access to the veranda surrounding reception
- There is a raised timber veranda surrounding the building
- There is clear signage and a call bell at the base of the steps to call for attention
- The door is 700mm wide over a level threshold, which leads to a restricted corridor which is 800mm wide.
- The entrance door is not power assisted, and opens inwards



Accessible Entrance to Main Block

## Reception

- There is approximately 1800mm x 4300mm space, clear of the desk and furniture
- The reception desk is set 950mm above the floor and incorporates a dropped section which is 750mm high
- The desk is not fitted with a hearing loop



## Getting around the Site

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

## Touring Pitches

- There are 99 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.
- There are 10 pitches arranged around the perimeter of the toilet and reception block, which are recommended for patrons with accessibility needs. These are on a level part of the site, and within 40 metres of the facilities. Most of the pitches are without awning.

## Toilets and Changing Facilities

### Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the central building
- There is a ramp on the left of the entrance barrier which gives access to the veranda which in turn gives access to the facilities
- The door is 850mm wide, over a level 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 2500 x 2200mm
- The WC pan is right hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm, and the shower seat is 480mm above the floor level
- The clear space to the side of the toilet is 1350mm 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 1400mm above floor level
- The basin taps and shower controls are fitted with levers



### Standard Toilets and Washrooms

- There is one toilet and shower block on the site, which is the central building which houses all of the facilities
- Entrance doors are accessed by an external timber veranda, which is accessed via two staircases and a long wide ramp
- The doors to the male and female areas are 750mm wide with level thresholds
- The male and female toilets are opened by keys which are issued from reception, the key locks are 1500mm high
- The female facilities have 9 WC cubicles, 7 Privacy Washbasin cubicles and 10 Shower cubicles
- The male facilities have 5 WC cubicles, 5 Urinals, 7 Privacy Washbasin cubicles and 10 Shower cubicles
- In each male and female area there is a modified WC cubicle, shower cubicle and privacy washbasin cubicle, with grab rails to assist with mobility
- Taps in each block incorporate lever controls



Veranda around the building

### Baby and Toddler Room - Toilet Block

- The Baby and Toddler Room is accessed via the veranda
- The door is 750mm with a level threshold and opens inwards
- The door is open with a key which can be borrowed from reception, the key lock is 1000mm high
- The room is 1450mm x 2600mm, however it does narrow to 900mm wide next to the bath
- There is a half sized bathtub, with a shower above and thumb turn taps
- There is a lowered WC at 330mm
- There is a wall mounted drop down baby changing table at 1050mm
- The basin is fitted with lever taps



## Other Facilities

### Dishwashing – Toilet Block

- There is access to the dishwashing area from the veranda
- The door is 800mm wide over a level threshold and opens outwards
- The room is has 4000mm x 800mm clear space
- There are 3 counter mounted sinks at 900mm high with 800mm knee space
- Lever taps available



### Laundry – Toilet Block

- There is access to the laundry area from the veranda
- The door is 800mm wide over a level threshold and opens inwards
- The door is opened by a key with the lock at 1500mm high
- There is 4100mm x 1200mm clear space between the sinks and the machines
- There are 2 washing machines and 2 tumble dryers, they are all front loading.  
The tumble dryers are stacked on top of each other, with the top door ar 1600mm high
- There are 3 counter mounted sinks at 900mm high with 800mm knee space
- Lever taps fitted



Laundry Room

### Information Room – Central Block

- The information room is accessed via the veranda
- The door opens to 800mm wide over a level threshold and opens outwards
- The room has 1200mm x 1200mm clear space
- There is information displayed on a main desk at 920mm high



### Service Points

- There are Service Points at regular intervals around the site, please check the site map for details
- All of the service points are on raised concrete settings, which finish flush with adjacent access roads



- The paths around the Service Points can be as narrow as 700mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Waste Points can be found here too, with taps at 1100mm high



### Motorhome Waste Point

- There is one Motorhome Waste Point on site, located to the west of the site, where the site slopes
- The taps are 800mm high on a paved area



### 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 entrance of the site 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 stop which is a 10 minute walk from the site with buses from the city to the surrounding area
- There is a train stop which is a 20 minute walk from the site with trains from the city to the surrounding area

### **Taxi**

- Please contact the site who keep a list of local taxi companies including those offering a wheelchair accessible service where available.