

Access Information Statement Alderstead Heath, Redhill



Contact Information

For those wishing to contact The Caravan Club by phone, tpeetalk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan Club's website has been designed with mind, and includes keyboard navigation and Browsealoud texthelp. The website complies with the W3C level A guidelines.

Arrival and car parking facilities

There is a card operated entry barrier giving access to the pitches. The card pad is 1100mm above floor level. Assistance can be given if required.

Visitor parking is provided combined with the late arrivals area and is 20m from reception. The surface is gravel and there are no spaces marked out. The route to reception is along the road which has a tarmac surface.

Reception

These facilities are located near the site entrance and are clearly visible. There is a dropped kerb to the pavement in front of reception, though there is a step of 25mm at the kerb edge. The concrete paving is ramped down to the reception entrance at a gradient of approximately 1 in 18. There is a call bell for assistance located near the door at a height of 1500mm.

The entrance door has an effective clear width of 700mm and the threshold is level. The door is half glazed and has a lever handle. Internally there is circulation space in excess of 1500mm by 1500mm and the counter is 940mm high with a small low section at 800mm. The reception is not currently fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are no pitches permanently designated for disabled people, though three pitches, located near to the toilet block, are often recommended. There is a choice of gravel or tarmac surface. The nearest of these recommended pitches is 100 metres and the furthest 130 metres away from the reception building. The recommended pitches are between 15 metres and 25 metres from the toilet block. The routes to reception and the toilet block are along the road which has a tarmac finish.

Public areas of the site

Main pedestrian routes through the site share the vehicle roadways, which have a firm, well maintained tarmac surface. The main area of the site is level with gradients less than 1 in 20, though pitches 110 to 124 are in a lower area, with a gradient of 1 in 15 on the route to them. There is external lighting.

Toilet blocks

There are two toilet blocks on the site. The main toilet block is very near to the pitches recommended for disabled people.

Main toilet block

This block contains male and female WCs with showers and privacy cubicles, a unisex accessible WC and shower, a baby and toddler room, a laundry room and a vegetable preparation area. There is space for parking outside the block and there is a dropped kerb to the road.

The male and female toilets have doors with effective clear widths of 710mm, but they may be heavy to open for some people. Both entrances have a 200mm step at the door.

Male and female toilets have shower cubicles, privacy cubicles and WCs. One shower cubicle, one privacy cubicle and one WC cubicle in both male and female areas is fitted with grabrails to assist ambulant disabled people. One urinal is lower at 520mm high and one is fitted with grabrails. The taps to the washbasins are lever type to assist people with limited manual dexterity.

There is a combined accessible shower and WC located in the main block, accessed using a RADAR key. The inward-opening door has a flush threshold and 900mm effective clear width for wheelchair access. The room is 2580mm wide x 2550mm deep. The toilet and shower seat are right-hand transfer and there are some grabrails provided to assist, but not all that are recommended. The washbasin is not located within reach of the WC pan, the WC flush is high at 1180mm. Taps and controls are lever type to assist people with limited manual dexterity. An alarm system with a pull cord is provided.

The shower has level access and a fold down seat. There is also a freestanding shower chair available. The recommended drop down grabrails are not present and there is no emergency alarm pull cord at the shower. The adjustable shower head is on vertical rail at 1630mm to 2130mm height and the shower has a lever control.

Rear toilet block

This block contains male and female WCs, showers and privacy cubicles and a vegetable preparation area. There is space for parking outside the block.

The male and female facilities each have doors with effective clear widths of 710mm, but they may be heavy to open for some people. There is a one 180mm step up at each door. One shower cubicle, one privacy cubicle and one WC cubicle in both male and female areas is fitted with grabrails to assist ambulant disabled people. One urinal is at a lower height of approximately 450mm. The taps to the washbasins are lever type to assist people with limited manual dexterity.

Other facilities

The main toilet block has a laundry room, an open vegetable preparation area and a baby and toddler room.

The door to the laundry has an effective clear width of 920mm, with a level threshold; internally the circulation space is 1500mm by 1500mm. The sink is 910mm high and has non-lever taps. There are two washers and two driers with coin slots at 1060mm above floor level, a wall mounted iron with controls at 1480mm height and a spin dryer with the coin slot at 900mm.

The vegetable preparation area is open and has a step up of 180mm with three sinks at 910mm height and lever taps.

The baby and toddler room door has an effective clear width of 730mm and step of 180mm at the door. Internally there is a child height WC, bath with shower, basin, drop down baby change table and less than 1500mm by 1500mm circulation space. There are no grabrails to assist.

The rear toilet block has an open vegetable preparation area, which has a step up of 180mm. There are three sinks are at 920mm height with non-lever taps.

The information room is in a separate building near to reception. The paving leading up to the door is ramped up at a gradient of approximately 1 in 9. The door to the information room has 720mm effective clear width with a 100mm threshold step. Internally, there is 1500mm by 1500mm circulation space and leaflets are displayed at 500mm to 1200mm height.

There is a telephone in a kiosk near to the information room. There is a 130mm step up to door. The coin slot to telephone is at 1500mm above finished floor level and the telephone does not have a sign indicating an inductive coupler.

Staff are able to provide assistance with any facility provided on site if requested.

Additional Information

A Fire Risk Assessment has been undertaken in line with the current regulations. Fire assembly points are clearly signed and positioned away from buildings, and a Fire Action plan is displayed at each Fire assembly point and in Reception. The policy and procedures for Fire Safety and Fire Fighting equipment are regularly monitored by wardens and Regional Managers. Customer care is a fundamental part of training for all our Wardens and Assistant Wardens. The reception for mobile phones can vary, but Site Information Leaflets provide guidance and a payphone is available.