



Access Statement Burford Caravan Club Site

Contact Information

For those wishing to contact The Caravan Club by phone, ttypetalk 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 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 clearly signposted upon arrival. The entrance gate from the road into the car park and arrivals area is kept open all the time when the caravan park is open.

A barrier is in place restricting access into and out of the main site areas. This barrier is operated by a proximity card reader. Controls are mounted at a height of 1200mm.

There is parking for new arrivals directly outside the reception building. There 14 visitor parking spaces located approximately 15-30 metres from the reception building. There is a level route to reception but no accessible car parking bay.

A late arrivals area is located adjacent to the visitor car parking spaces. There is space for approximately 3 caravans with electric hook-up points.

The visitor car park and late arrivals area is located on a level tarmac surfaced area of the site.

Reception

The reception is located near the site entrance; it is easily identifiable and has good signage. Paths lead directly from the car park on a good firm surface, across the road to reception where there is a dropped kerb.

There is a single stepped entrance with no handrails. There is an alternative ramped approach to the main reception set at a gradient of 1:12, and fitted with a single handrail.

There is a call bell for assistance located near the door, set at a height of 1500mm.

The entrance door is covered by a porch for weather protection. The door is half-glazed from 900mm from finished floor level. The D-handles are at a height of 1060-1300mm, easy to use and provide good visual contrast. The door is easy to operate and achieves a clear opening width of 750mm over a level threshold.

Internally the reception area achieves the required 1500mm wheelchair manoeuvring space. The reception counter is 950mm above floor level, and incorporates a low-level position at a height of 750mm with adequate knee space which is suitable for most users. The reception is not fitted with a hearing induction loop system to assist hearing-aid users.

Pitches

The site is reasonably level, providing a total of 119 pitches.

There are no pitches permanently designated for disabled people. However 14 pitches are located on a level section of the site between 10 and 75 metres from the central toilet block. These pitches are level and gravel-surfaced. Roll-out mats are not provided. These pitches are allocated as requirements are identified on booking.

The pitches are identified by small pegs and a numbering system. The signage is relatively small and would be difficult to identify by someone with impaired vision.

Public areas of the site

There are a small number of pedestrian footpaths. Most of the access roads around the site are shared by vehicles and pedestrians. Adequate signage is provided and key facilities provided with adequate external lighting.

Toilet Block

The site has one toilet block which is located centrally. Parking is available at the front of the block for approximately 4 vehicles. The block is accessed via a dropped kerb with a brick pavior raised pathway around the perimeter. The dropped kerb provides a good means of access from the more accessible pitches. To the rear of the block, a second pathway is provided which is set to a steep gradient exceeding 1 in 12.

Facilities within the central toilet block comprise male and female standard toilets, accessible toilet with shower, laundry, baby/toddler room, vegetable preparation and washing-up facility, waste water disposal and drinking water tap.

Male and female toilets are accessed from inward-opening doors achieving a 750mm clear opening width over a level threshold. Within the male and female standard toilets, one toilet cubicle and one shower/changing cubicle has been provided with grab rails suitable for ambulant disabled use. However, there is no signage indicating the location of these facilities. There is a 170mm step down from the floor level into the shower cubicles. The showers and wash-hand basins are fitted with ergonomic lever-style controls to assist those limited dexterity. The sanitary ware achieves poor colour and contrast against adjacent surfaces.

The **combined accessible WC and shower** is fitted with an outward opening door achieving a clear opening width of 850mm over a level threshold. The door is operated by a RADAR key which is available from Reception. The cubicle achieves an overall internal dimension 2050mm x 2450mm, achieving adequate wheelchair manoeuvring space. The toilet is designed for left-hand transfer, and the shower seat designed for right-hand transfer. The toilet position was noted to obstruct lateral transfer onto the chair seat. Grab-rail provision to the shower and toilet positions are adequate, and the basin is fitted with a single vertical grab rail only. The shower is

fitted with a flush gulley, and lever-style controls set at a height of 1000mm with an adjustable shower head set at a height range of 1400mm to 2000mm. The sink is positioned slightly out of reach from the W.C. position, but does incorporate ergonomic lever-style taps to assist those with limited dexterity. The cubicle is fitted with an alarm system with pull-cords servicing WC and shower positions. The sanitary ware achieves poor colour and contrast against wall surfaces, making the facilities difficult to identify by someone with a visual impairment. The alarm reset button is set out of reach, and it would not be possible for an individual to re-set if they had activated it by accident.

Other Facilities

The **vegetable preparation and washing-up area** is located at the end of the block. There is access via an inward-opening door which achieves a clear opening width of 840mm over a level threshold. The door is stiff to operate. Internally, the room provides adequate wheelchair manoeuvring space. There are 4 sinks with drainers set within a counter mounted at a height of 850mm. The sinks do not provide adequate knee space for a wheelchair user. The sinks are fitted with ergonomic lever-style taps to assist those with limited dexterity.

The **laundry** facility is located at the front of the block and is accessed by an inward-opening door achieving an 850mm clear opening width over a level threshold. The door is stiff to operate. The laundry room is relatively narrow (2000mm) and does not achieve the required 1500mm wheelchair manoeuvring space to the sink position and in front of equipment. Coin-operated washers and driers are provided with controls set below 1200mm above floor level. A coin-operated iron is provided with controls set at a height of 1100mm. Two stainless steel sinks and drainers are provided set within a counter at a height of 850mm. The sinks do not provide adequate knee space for a wheelchair user. The sinks are fitted with ergonomic lever-style taps to assist those with limited dexterity.

The **baby and toddler room** is accessed from the covered pathway and via an inward opening door which achieves a clear opening width of 850mm over a level threshold. The door is operated by a keypad lock set at a height of 1500mm above floor level. Facilities include a lowered toddlers' WC, wash-hand basin, small bath with shower over, and wall-mounted baby changing unit, set at a height of 900mm. The room does not achieve adequate wheelchair manoeuvring space in order to use these facilities. The wash-hand basin is fitted with ergonomic lever-style taps, and the bath mixer fitted with thumb turn taps.

The **waste water disposal and drinking water taps** are located to the front of the main toilet block, and accessible to all.

A small **WC cubicle** is located at the front of the block for use when male/female standard toilets are being cleaned. The facilities comprise a WC and wash-hand basin. The cubicle is accessed via an outward opening door, achieving a 750mm clear opening over a level threshold. The wash-hand basin incorporates ergonomic lever-style taps to assist those with limited dexterity.

Service points are provided at regular intervals around the site. Service points comprise a waste water disposal point, drinking water tap, chemical disposal point and bin storage. The facilities are mounted on a concrete base. Access around the perimeter of these points is restricted with the circulation space narrowing to as little as 600mm in some instances.

A **dog-walk pathway** is located opposite the visitor car parking area. Whilst the dog walk itself is formed in tarmac hard surfacing, it is accessed via a gravel pedestrian route and a timber gate which is stiff to operate.

A **children's play area** is located at the rear of the site. The children's play equipment is mounted on grassed areas or safety flooring. The play area does not have a formal pathway and is accessed via a grassed area and gate which is stiff to operate.

The **information room** is located adjacent to the reception and has a level approach. The inward-opening door achieves a clear opening width of 750mm over a level threshold. Internally, the space is 1940mm x 1540mm with all information displayed at low level. Information is mounted on shelving in the range of 800 – 1300mm above floor level.

There is a **public telephone** located adjacent to reception which has level access. The outward opening door achieves a clear opening width of 750mm over a level threshold. Internally space is limited. The telephone is at a height of approximately 1380mm high, and does not have an inductive coupler.