

Accessibility Guide for Carnon Downs 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/devon-and-cornwall/cornwall/carnon-downs-caravan-park/>

At a Glance



Level Access

- The site is generally level through out with step free access to all facilities in at least one area



Step only Access

- The dog walk has uneven footing
- Toilet Block A has step only access to the dishwasher, male toilets, female toilets and unisex showers
- The Lodge and The Cabin



Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in each 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

Carnon Downs Caravan and Motorhome Club Site

Carnon Downs,

Truro,

Cornwall,

TR3 6JJ

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 at all times and there is no vehicle barrier to the site
- 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 Reception building.
- There is space for 4 cars to park within 20 metres of Reception, however there are no marked bays or disabled bays
- There are no late night arrival bays

Entrance into Reception

- There is a large wide concrete ramp into reception
- The Entrance door is opens to 1100mm wide with a smaller ramp into the door
- The entrance door is not power assisted, and slides to open but it can be heavy to open



Reception Building



Ramp into Reception

Reception

- There is approximately 4100mm x 2500mm turning space, clear of the desk and furniture
- The reception desk is set 1050mm above the floor with no dropped section
- The desk is not fitted with a hearing loop
- There is an information area in front of the reception doors, with information between 30mm and 1650mm high



Reception Desk



Information Area

Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share vehicles routes which are well maintained tarmac

Pitches

- There are 169 pitches on site, 90 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 6 hardstanding pitches and 4 grass pitches within 50 meters of the a toilet block, which are also approximately 100 metres from reception
- There are also 4 hardstanding pitches immediately next to reception

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block A (Green Field)

- An Accessible Family cubicle is located in the Toilet Block which is set next to the Green Field
- The toilet block is accessed via a paved area around the toilet block
- The door is 900mm wide, over a level threshold and opens inwards
- The cubicle's overall dimensions are 2600mm x 2700mm

- The WC pan is right hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 600mm, and the shower seat is 480mm above the floor level
- The clear space to the side of the toilet is 900mm wide
- The cubicle is not fitted with a pull cord alarm
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1100mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm above floor level
- There is a drop down baby change table at 850mm high
- The basin taps and shower controls are fitted with twist turn knobs



Accessible Toilets and Bathing Facilities – Toilet Block B (Yellow Field)

- A combined Accessible Shower and Toilet cubicle is located in the Toilet Block which is set within the Yellow Field
- The toilet block is accessed through double doors, which opens to 800mm either side
- The door to the cubicle is 900mm wide, over a level threshold and opens inwards
- The cubicle's overall dimensions are 2000mm x 1500mm
- The WC pan is left hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 420mm above the floor level
- The clear space to the side of the toilet is 100mm wide

- The cubicle is not fitted with a pull cord alarm
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 900mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1200mm above floor level
- The basin taps and shower controls are fitted with lever taps



Accessible Toilets and Bathing Facilities – Toilet Block C (Opposite Thompson's Way)

- A combined Accessible Shower and Toilet cubicle is located in the Toilet Block which is opposite Thompsons Way
- The toilet block is accessed via a shallow ramp and through double doors, which opens to 850mm either side
- The door to the cubicle is 800mm wide, over a level threshold and opens inwards
- The cubicle's overall dimensions are 2450mm x 2400mm
- The WC pan is left hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 420mm above the floor level
- The clear space to the side of the toilet is 1000mm wide
- The cubicle is fitted with a pull cord alarm
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 900mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1200mm above floor level

- The basin taps and shower controls are fitted with lever taps



Accessible WC & Shower Cubicle

Accessible WC - Toilet Block C

- An Accessible Toilet cubicle is located in the Toilet Block which is opposite Thompsons Way
- The toilet block is accessed via a shallow ramp and through double doors, which opens to 850mm either side
- The door to the cubicle is 800mm wide, over a level threshold and opens inwards
- The cubicle's overall dimensions are 18000mm x 2100mm
- The WC pan is left hand transfer.
- The toilet seat is 480mm above the floor level
- The clear space to the side of the toilet is 1100mm wide
- The cubicle is fitted with a pull cord alarm
- The WC Pan is fitted with grab rails to assist transfer
- The basin taps fitted with lever taps



Standard Toilets and Washrooms

- There are three toilet and shower blocks on the site, please check the site map for details
- Toilet Block A is to the edge of the Green Field, and is the closest to reception
- Toilet Block B is to the edge of the Yellow Field
- Toilet Block C is opposite Thompson's Way
- Toilet Block A has separate Male and Female Toilets, with 5 WC cubicles to the female area, and 4 WC cubicles and 3 Urinals including 1 lower urinal. There is also a Unisex Shower area, with 3 Shower cubicles. The entrance doors to the shower area and the toilets have a 200mm step up. There is also an accessible Shower & WC cubicle, and two Family bathrooms in Toilet Block A
- Toilet Block B has 12 Unisex Shower & WC cubicles, including 1 accessible cubicle
- Toilet Block C has 12 Unisex Shower & WC cubicles, and 6 Unisex WC cubicles, including 1 accessible Shower & WC cubicle, and 1 accessible WC cubicle
- Toilet Blocks B & C are both accessed via a shallow slope to double doors, and give level access to all of the cubicles
- Taps in Toilet Blocks B & C incorporate lever controls



Toilet Block B entrance



Toilet Block C entrance

Family Room (Shower) - Toilet Block A

- There is a paved area around the toilet block
- The door is 800mm wide with a 200mm step up
- The room's dimensions are 1700mm x 1700mm, the toilet cubicle is 900mm x 1500mm and the shower alcove is 900mm x 900mm
- Lever taps available



Family Room (Bath) - Toilet Block A

- There is a paved area around the toilet block
- The door is 800mm wide with a 200mm step up
- The room's dimensions are 1300mm x 2000mm, the toilet cubicle is 900mm x 1500mm
- There is a half sized corner bathtub
- Twist turn taps available



Other Facilities

Dishwashing – Toilet Block A

- The toilet block is surrounded by a paved area
- The entrance door is 800mm wide, with a 200mm step up
- There are 3 sinks in a 900mm work surface with no kneespace
- Lever taps available



Dishwashing – Toilet Block B

- The toilet block is accessed via a shallow ramp and through double doors
- The dishwashing area is to the back of the toilet block via an open walk through area
- There are 3 sinks in a 900mm work surface with no kneespace
- Twist taps available



Dishwashing – Toilet Block C

- The toilet block is accessed via a shallow ramp and through double doors
- The dishwashing area is to the right at the back of the toilet block via an open walk through area
- There are 3 sinks in a 900mm work surface with no kneespace
- Lever taps available



Laundry – Toilet Block C

- The toilet block is accessed via a shallow ramp and through double doors
- The laundry area is to the left at the back of the toilet block via an open walk through area
- There are 3 front loading washing machines and 3 front loading tumble dryers
- There is 1 sink at 900mm high with no knee space below
- Lever taps fitted



Cafe

- There is a cafe within the reception building
- The cafe can be accessed through the main entrance to reception, which is up a large concrete ramp and through the sliding front door
- The cafe bar is 1050mm high with no dropped section
- The cafe is a very large space with tables and chairs, there is approximately 800mm between the tables
- There is a further sliding door to an outside terrace opposite the cafe bar, with a 30mm threshold
- There are 3 platforms to the outside terrace, with a 140mm step to each



Cafe



Outside Cafe area

Play Area

- There is a play area adjacent to Toilet Block C
- The play area is accessed via a grass area
- The play equipment is mounted on sand



Football Field

- There is a football field adjacent to Toilet Block C, on the opposite side of the Toilet Block to the play area
- The football field is level and grass with no gate to access



Dog Walk

- There is 7 Acre Dog Walking field to the far end of the site
- There are also wooded walks around the site, please check the site map for details

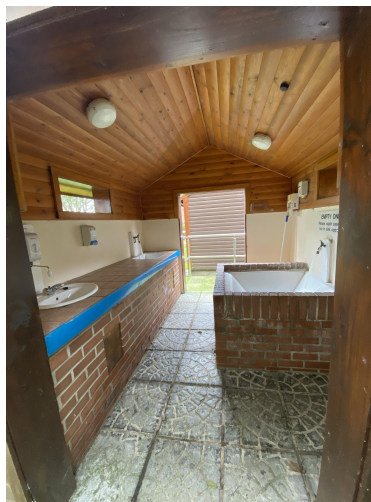
Service Points

- There are Service Points at regular intervals around the site, please check the site map for details
- All of the service points are on concrete settings, with level access from the roadways
- The water taps are at a maximum of 700mm high, with cross head taps
- There are 3 bin stores on site, please check the map for details



Chemical Emptying Point

- There are 2 Chemical Emptying Point's on site, one directly adjacent to Toilet Block B and one directly adjacent to Toilet Block C
- The Chemical Emptying Point next to Toilet Block B is accessed via a 1100mm wide ramp, which is 3600mm long
- The Chemical Emptying Point next to Toilet Block B has 2 sinks and the tap for the Chemical Emptying Point is 1200mm high and in the middle of the point
- The Chemical Emptying Point next to Toilet Block C has a 130mm step up
- The Chemical Emptying Point next to Toilet Block C has 2 sinks at 800mm high and the tap for the Chemical Emptying Point is 1300mm high to the side of the point



Chemical Emptying Point at Toilet Block B



Chemical Emptying Point at Toilet Block C

Motorhome Waste Point

- There is a Motorhome Waste Point on site, located close to Toilet Block C
- The taps are 900mm high



Information

Written Information

- A range of leaflets for local attractions are available in the reception area
- Please ask at reception if you have difficulty reading third party leaflets and staff will be happy to read these to you upon request

Onsite Accommodation

There is a lodge and a cabin available to stay in on site. The details of each are below.

Lodge - Next to Reception

- There is a wooden lodge, located next to the Reception Building
- The lodge is accessed via a gravel path
- There are 3 180mm steps to a small landing and then a 160mm step to the front door
- The front door opens to 700mm wide with a 100mm threshold
- The internal doors in the lodge open to 600mm wide
- The main corridor is 750mm wide
- The main room to the lodge consists of a living room, dining room and a kitchen
- The narrowest walkway in the living room is 450mm wide
- The counter tops in the kitchen are 900mm high, with cupboards 500mm above the counters
- There are 2 double bedrooms and 2 single bedrooms
- The first double bedroom has a 400mm wide walkway between the bed and the wall and a 600mm wide walkway between the bed and the dresser
- The second double bedroom has a 700mm wide walkway between the bed and the dresser, a 350mm wide walkway between the bed and the wardrobe and a 400mm wide walkway between the bed and the wall with the window
- The first single bedroom has a 1500mm x 1000mm circulation space beside the bed
- The second single bedroom has a 1200mm x 2200mm circulation space beside the bed
- There are 2 bathrooms in the lodge, one has a bathtub and the other has a shower

- The shower room is right next to the front door and has a 1550mm x 1200mm wide circulation space, there are twist turn taps to the basin
- The bathroom with a bathtub has a 900mm x 2500mm circulation space, there are twist turn taps to the basin
- There is a backyard which can be accessed from the living room, through a double door which opens to 500mm wide on either side with a 60mm threshold
- The backyard has a 1950mm x 5700mm deck, which has 4, 220mm, steps down to the yard
- The yard has a washing line and a picnic bench



Steps up to the Lodge



Front door



Living Room



Living Room/Dining Room/Kitchen



Kitchen



Corridor



Double Bedroom 1



Double Bedroom 2



Single Bedroom 1



Single Bedroom 2



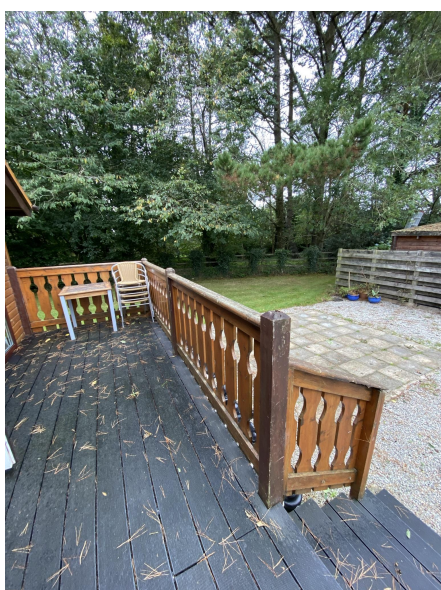
Shower Room



Bathroom



Door to the backyard



Deck & Backyard

Cabin

- There is a wooden cabin, located between the “Blue” and “Jubilee” fields
- The cabin is accessed via a gravel pathway
- There are 4 180mm steps to the deck that surrounds half of the cabin
- The front door opens to 650mm wide with a 90mm threshold
- The internal doors in the lodge open to 600mm wide
- The main corridor is 700mm wide
- The main room to the cabin consists of a living room, dining room and a kitchen
- The narrowest walkway in the living room is 600mm wide
- The walkway around the kitchen area is 600mm wide
- The counter tops in the kitchen are 900mm high, with cupboards 450mm above the counters
- There is a double bedroom and a twin bedroom
- The double bedroom has a 400mm wide walkway between the bed and the wall and a 350mm wide walkway between the bed and the radiator
- There is a walkthrough cupboard from the double bedroom to the ensuite
- The ensuite from the double bedroom has 1100mm x 1500mm circulation space and has a shower with a 120mm step in
- The twin bedroom has a 300mm walkway between the beds and a 300mm walkway between one bed and the wall
- There is a main bathroom in the cabin and an ensuite
- The main bathroom is next to the twin room and has a 900mm x 1550mm wide circulation space, and has a shower with a 120mm step in
- There is a backyard which can be accessed from the living room, through a double door which opens to 600mm wide on either side with an 80mm step to the outside and a 120mm step back in
- The backyard has a deck that wraps around half of the cabin, which has a 230mm step down to the grass
- The grass has a washing line and a picnic bench



Steps up to the Cabin



Living Room



Living Room/Dining Area



Living Room



Kitchen



Kitchen



Corridor



Main Bathroom



Double Bedroom



Walkthrough Closet



Ensuite Bathroom



Twin Room



Back Door



Deck



Garden

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 opposite reception 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 just outside of the site with buses running to Truro, Redruth and Camborne
- The nearest train station is Perranwell Station, which is 2.3miles from the site with Trains running to Truro and Falmouth

Taxi

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