



Access Information Statement Bearsted

Contact Information

For those wishing to contact The Caravan Club by phone, typetalk 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

There is a barrier at entry to and exit from pitch area, operated by proximity reader. Entry and exit readers are at 1170mm height.

There are three visitor parking spaces in total, one of which is marked out as an accessible bay. The accessible bay is 2400mm wide by 4800mm deep and has side and rear transfer spaces marked out. There are six late arrivals bays. The car park surface is tarmac.

The reception block is adjacent to the visitor parking. The pedestrian route is 6m along a shorter path passing through 790mm wide opening, or 30m across road and paved area with no width restriction. The short route has a gradient of 1 in 13 for 2m and there are no handrails. The longer route is level.

Reception

The reception block is easily visible. There is a bell at a height of 1330mm with no LED and a small sign. The entrance door has a pull handle at 900mm to 1200mm height and a clear opening width of 750mm. The door is heavy to open and opens in. The door is half-glazed with glazing at 1050mm height. The threshold is level.

The internal space is 3200mm by 2550mm and there is no seating. The desk is at 950mm height with a low section 900mm wide at a height of 750mm with 290mm deep knee recess. There is no induction loop

- *What are the opening times / manned hours for reception and main doors
(To be completed by Caravan Club)*

Pitches

There are two pitches usually offered as accessible pitches. These are pitch numbers 1 and 2 which are the closest to the reception block where the facilities are located. The allocation system is flexible. The pitches both have a gravel surface. There are no roll-out mats available. There is a slight gradient of 1 in 20 from pitch 1 to reception and a steeper gradient of 1 in 12 near to pitch 2.

The distances from pitch 1 to the facilities are as follows:

Reception - 30m

Information room - 40m

Telephone - 30m

Accessible WC - 40m

Vegetable preparation - 35m

Laundry - 40m

Service point - 80m

Public areas of the site

Pedestrian access around the site is on the tarmac road. The site is generally fairly level though there is a gradient of 1 in 12 near to pitch 2 and gradients of up to 1 in 18 in the middle of the site. There is external lighting.

Toilet block

The toilet block is in the same block as reception and is less than 50m from the accessible pitches. The toilet and other facilities have separate entrance doors with signs on the doors. The male and female toilets have doors giving 760mm clear opening width and the doors are heavy to open. There is a push plate on outer face of door and a D-handle on inside of door at 950mm to 1250mm height.

The male and female toilets both have one WC cubicle with grabrails for ambulant disabled people to use. The male toilets have three urinals in total - one is low at 500mm and one has horizontal and vertical grabrails. There are small privacy screens between the urinals.

The male and female toilets both have two washbasins and three privacy cubicles with basins at 850mm height, one of which has a grabrail. All taps are lever non-mixer type.

The male and female toilets both have four level-access shower cubicles, one of which has grabrails. There are free standing stools. The shower lever controls are at

1100mm height in the male showers and 1150mm height in the female. The adjustable height shower head in the male showers is 1350mm to 1900mm height and 1300mm to 1800mm in the female.

There is one **accessible WC and shower** combined. The door has a RADAR lock with a key available at reception. The door opens easily, opens outwards and gives in excess of 800mm clear opening width. There is a D-handle on the outer face of door at 900mm to 1200mm height and a lever handle inside at 800mm height. The room is L-shaped; overall dimensions 3000mm by 2750mm with 1000mm square cut-out. The WC has right transfer and all the grabrails are in place. The basin is 350mm from WC and has lever non-mixer taps. The soap dispenser and hand drier are out of reach of WC. There is an emergency alarm, but the alarm reset button is out of reach of the WC. The toilet paper is on a roll.

There is left-hand transfer to shower and all the grabrails are in place. The lever control is at 1000mm height, and the adjustable shower head is at 1250mm to 1800mm height. There is a small fold-down seat that projects only 360mm, though shower chair is also available. There is no alarm cord within reach of the shower. The floor finish is slip-resistant vinyl.

Other facilities

There is an **information room** located in the same room as the laundry in the reception block. The route is accessible. The entrance door gives 760mm clear opening width and the door threshold is level. The door is heavy to open and has a pull handle at 900mm to 1200mm. There is 2500mm by 3600mm internal space. There are shelves at 840mm height and a display unit at 500mm to 1200mm height. There is a chair.

The **laundry facilities** are in the same room. There are two washing machines and two dryers all of which are front-loading and have controls at 1040mm height. There are two sinks at 860mm height with lever non-mixer taps and a wall-mounted iron at 1400mm height with coin slot at 950mm height.

The **vegetable preparation room** is in the reception block. The route is accessible. The door opening is 810mm and there is a level threshold. There is 1500mm by 1250mm internal circulation space and three sinks at 910mm height with lever non-mixer taps.

There is an **external public telephone**. The telephone is located behind a screen giving 950mm width and has level access. The telephone is wall mounted at

1330mm to coin slot and 1250mm height to top button. The telephone has an inductive coupler.

There is a **service point** in the centre of the site with level access. The facilities have non-lever taps.

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.