



## **Access Information Statement Black Horse Farm, Folkestone**

### **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 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 keypad code-operated entry barrier giving access the pitches. The card reader is set at 1100mm from the floor and set near the curb; however it may not be reachable for some people who are unable to exit their vehicle. Assistance can be given if required.

Visitor parking is provided and has four spaces marked out, though no designated space for disabled people. The nearest bay is 32m from, and on level with, the reception block. The pedestrian route is along the tarmac road. The late arrivals area is on a grassed area opposite the parking area and does not have a barrier. There is no late night arrivals area.

### **Reception**

These facilities are located near the site entrance and are clearly visible. There is a dropped kerb along the pavement in front of reception. There is a call bell for assistance located near the door at a height of 1400mm.

The entrance door is half glazed and has an effective clear width of 730mm and the threshold is level. The door is heavy to open and has a lever handle.

Internally, there is adequate circulation space in excess of 1500mm by 1500mm and a counter 900mm high. A chair is provided. 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 two gravel pitches, located near to the toilet block, are often recommended. These pitches are 65 metres away from the reception building and 25 metres from the toilet block. The route to reception and the toilet block is along the road which has a tarmac finish.

### **Public areas of the site**

The main pedestrian routes through the site share the vehicle roadways which have a firm, well maintained tarmac surface. The site is level with gradients less than 1 in 20.

### **Toilet blocks**

There are two toilet blocks on the site. There is space for parking near to the toilet blocks but no marked spaces.

### **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 room.

The male and female toilets have doors with effective clear widths of 730mm, but they may be heavy to open for some people. Both entrances have four steps at the door, with no handrails.

The male and female toilets have shower cubicles with a built-in bench, privacy cubicles and WCs. There are no cubicles with fittings for ambulant disabled people to use, however one urinal is lower at 540mm high. 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 and accessed using a RADAR key. There is a ramp up to the door, gradient 1 in 13, length 2.7m with hand rails to both sides. The outward opening door has a flush threshold and adequate opening width for wheelchair access. The room is 2580mm wide x 1820mm deep. The WC is right-hand transfer; the WC pan only projects 620mm from the rear wall. There are some grabrails, but not as many as recommended. The washbasin is not located within reach of the toilet, but taps and controls are lever type to assist people with limited manual dexterity. There is no emergency alarm.

The shower has level access. The fold down shower seat is for right-hand transfer. There are no horizontal grabrails by the shower and no drop down rails. The shower

has an adjustable shower head, lower height 1000mm above floor level, and the control has a lever at a height of 1000mm above floor level.

### **Rear toilet block**

This block contains male and female WCs with showers and privacy cubicles, a laundry room, and a vegetable preparation room.

The male and female toilets each have doors with an effective clear width of 720mm, but they may be heavy to open for some people. In both male and female toilets there is a one step up at the doors. 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. The shower cubicles have a built-in bench. One urinal is lower at 550mm high and is fitted with a grabrail. The taps to the basins are lever type to assist people with limited manual dexterity.

### **Other facilities**

The main toilet block has a laundry room, a vegetable preparation room and a baby and toddler room. The laundry room and vegetable preparation room each have two steps at the doors.

The laundry has a door with an clear opening width of 700mm. The door is heavy to open. Internally, the circulation space is 1500mm by 1500mm. There are two washers (one top and one front loading), and one drier with coin slots at 1060mm above floor level and a wall mounted iron, with a control at 1320mm height. There is one sink at 900mm height with 840mm knee space below. Taps are lever type.

The vegetable preparation room door has an clear opening width of 700mm, though the door is heavy to open. Internally, the circulation space is 1500mm by 1500mm and sinks are at 910mm height with lever type taps.

The door to the baby and toddler room has a clear opening width of 700mm; internally there is 1400mm by 1400mm circulation space. The room has a child height WC, small bath with shower over, basin with lever non-mixer taps, stool, and a pull-down baby changing table though there are no grabrails to assist.

The rear toilet block has a laundry room, a drying room and a vegetable preparation room.

The laundry has a door with an effective clear width of 700mm with a 50mm threshold. Internally, the circulation space is 1500mm by 1500mm, all sinks are

940mm high and some controls are higher than 1200mm. There is one washer and one drier with coin slots at 1060mm above floor level and a wall mounted iron, with a control at 1400mm height. Taps are lever type.

The drying room is a small room with a 180mm step up at the threshold. The door gives 720mm effective clear width and is heavy to open.

The vegetable preparation room has a door with an clear opening width of 700mm with a 50mm threshold. Internally, the circulation space is 1500mm by 1500mm and there are two sinks at 920mm height and one sink is lower at 770mm height. Sinks have lever type taps.

The information room is located behind reception. The paving outside is ramped up at approximately 1 in 10 to one side of the door and less than 1 in 20 to the other. There is a handrail to one side of the ramp. The door to the information room has 780mm clear opening width, and has a 20mm threshold. Internally, there is 1500mm by 1500mm circulation space and a chair is available. The majority of the leaflet display is at low level.

There is a telephone in a standard BT kiosk near to reception. There is a 150mm step up to the kerb in front of the door. The telephone coin slot is at 1440mm above finished floor level and the telephone has an inductive coupler.

Staff 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.