



Access Statement

Culloden Moor, Inverness

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 site barrier is operated with a PSAD card with a sensor located at 1200mm height. The site has three spaces for new arrivals which is also used for late arrivals near reception block. There are also ten parking spaces for visitors. Neither of these spaces is designated for disabled people and have a gravel surface. All are clearly signed.

Reception

The reception does not have step-free access. The steps on approach to entrance door have well identified white painted edges but lack a handrail. There is a call bell for assistance located at a high level of 1640mm by the door. The door has a good clear effective width of 770mm and a well located handle and is light to open.

Room has adequate circulation space of 2000mm x 1800mm. The counter height is 870mm and is not currently fitted with a hearing induction loop system to assist hearing aid users. Pamphlets and books are well displayed at suitable heights none higher than 950mm.

Pitches

Approximately nine pitches are considered accessible and are on level ground near the accessible WC block. There is no designated accessible pitch. These pitches are between 5m and 50m from the accessible WC, laundry, information room and vegetable preparation facilities and between 100m and 150m from the and reception and telephone.

Public areas of the site

The site is level with a tarmac road, without speed bumps, running around the site. Both pedestrians and vehicles share this access road and there is no definition between pedestrian or vehicle routes.

Toilet blocks

The male, female and accessible facilities are within a block approximately 50m from the reception. There is some space for parking near these facilities, when needed.

There are steps at the entrances into both the male and female facilities. Both have doors which are kept unlocked. Internally they have tiled floors, which might be slippery when wet. Warning signs are mounted on walls.

There are privacy cubicles with wash basins in each of the single sex facilities. Each has a grabrail for ambulant disabled people. In both male and female toilets, one WC that is fitted with grabrails to assist ambulant disabled people. There are no grabrails at the urinals. There is no adapted shower. The taps to the washbasins are single twist type which may be difficult to use for people with limited manual dexterity. Both facilities have good visual contrast between fittings and their background. Light levels are likely to be low in these facilities during times of poor daylight.

There is an **accessible shower and toilet** cubicle located near the female facilities, which is opened using a standard key. The route to this facility has a ramp with a suitable gradient of 1:17. The door is outward-opening with a flush threshold, and can be opened from the outside if someone falls against it in an emergency, however, lock is located too high at 1200mm. The room has adequate manoeuvring space 2000mm wide x 2400mm long. The tiled floor might be slippery. The WC and washbasin layout are generally to AD M standards, although there are some elements which are incorrectly positioned, such as: the washbasin cannot be reached from the WC pan, there is no backrest and there is no lever mixer tap at the washbasin. An alarm system is provided but cord does not extend to floor and is poorly identified.

Other facilities

The **information room** is opposite the reception. The approach route is step-free although uneven over a mixture of gravel and paving. However, the entrance door has a step up of 140mm and inward opening which restricts circulation further within this small room (clear space is 1000mm x 1200mm). The leaflets are well displayed at 550 to 1300mm height.

There is a small **vegetable preparation area** to the side of the WC block. Room does not have adequate space for a wheelchair user to manoeuvre and there is a step up of 120mm. The sinks are 900mm high without knee recess and do not have lever taps. Tiled floor is slippery when wet.

The **laundry facility** is located in a room in the WC block. It has stepped entry. There is a suitable 800mm wide entrance door, which is light to open and well contrasted against facade. There is no vision panel to door. There is a top-loading as well as front-loading washing machine and front-loading tumble dryer. The coin slots are at 1050mm height. The iron and its coin slot are mounted too high at 1500mm height. Sinks are at 900mm height with a kneehole space, but the taps are single twist type. Tiles may be slippery when wet.

The **public telephone** is within a phone booth in reception building with a step of 130mm at the entrance. Door is heavy and fast to close. Internal space of 800mm x 800mm is too small for a wheelchair user to manoeuvre. Phone coin slot and receiver are set high at approximately 1300mm height. The phone has an inductive coupler to assist hearing aid users.

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.