



Access Statement

Dalchalm, Brora

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

The site has two spaces for new arrivals near the reception block. There is also a parking area for visitors across a small road. Neither of these spaces has a designated space for disabled people. There is no separate area for late arrivals at this site.

Reception

There is a step-free route to reception with ramp that has a gentle gradient of 1:25 – however, there is a threshold step of 100mm at entrance door. A call bell for assistance is located at a high level of 1450mm by the door and there is no weather protection above. The door has a good clear effective width of 800mm, a well located lever handle and is light to open.

The room has good circulation space of 2200mm x 1700mm. The counter height is 900mm and is not currently fitted with a hearing induction loop system to assist hearing aid users. Pamphlets and books are generally well displayed at suitable heights, none higher than 1250mm.

Pitches

There are no pitches permanently designated for disabled people. Four gravel and grass-surfaced pitches are made available for disabled people near the accessible WC block, please ask when you book. These pitches are between 5m and 40m from the accessible WC, laundry and vegetable preparation as well as information room and reception. All pitches are on level ground.

Public areas of the site

The site is level with a tarmac road running around the site without speed bumps. Both pedestrians and vehicles use 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 near the reception. There is no space for parking near these facilities, but as pitches used for disabled users are nearby, there is little need for parking.

There are poorly identified steps at the entrances into both the male and female facilities. Both have doors that are generally kept unlocked. Internally there are ceramic floor tiles that are slippery when wet.

There are privacy cubicles with washbasins in each of the single sex facilities. One has grabrails for ambulant disabled people.

In both male and female toilets, one WC and one shower cubicle are fitted with grabrails to assist ambulant disabled people. There are no grabrails at the urinals.

The taps to the washbasins are single lever type. Both facilities have poor visual contrast between fittings and their background. Light levels are acceptable in these facilities.

There is a newly fitted **accessible shower and toilet cubicle** located to the side of the block, which is opened using a standard key issued from reception. The route has a short ramp with steep gradient of 1:9 and no hand rails. The 860mm wide door is outward-opening with a flush threshold, and can be opened from the outside if someone falls against it in an emergency – however, there is a difficult and awkward pull mechanism to release door from open position.

The room has adequate manoeuvring space 2500mm wide x 2000mm deep. Flooring is tiled which may be slippery when wet. The WC and washbasin layout are not to AD M standards, as there is insufficient space between the WC pan and wall for an assistant to stand. Other points to note are: the washbasin cannot be reached from the WC pan, there is no backrest and there is no alarm system is provided by the WC pan. The washbasin taps are lever type to assist people with limited manual dexterity, but without a thermostatic mixer. There was a large bin obstructing the transfer space at time of inspection.

Other facilities

The **information room** is next to the reception. The approach route is level but has a narrow paved path. The entrance door is non-contrasting against the façade and there is a threshold step of 45mm at door. Room has adequate circulation space. The leaflets are displayed at 950mm to 1400mm height, which is outside recommended reach ranges.

There is a small **vegetable preparation room** to the side of the toilet block with a step up at the door of 160mm. The room is too small for a wheelchair user to manoeuvre. The sinks are 920mm high and do not have lever taps to assist users with a manual dexterity impairment. Tiled floor is slippery when wet.

The **laundry facility** is located in the WC block. It has a step up at door of 160mm which is poorly contrasted against facade. Entrance door is slightly narrow at 740mm clear effective width, is heavy to open and lacks vision panel. Room is small, and lacks sufficient turning space for wheelchair users. There is a top-loading washing machine and front-loading tumble dryer. The coin slots to these are mounted at a suitable height but slot for iron is too high at 1500mm. Sinks are high at 930mm height and the taps are single twist type, which could be difficult to use for those with a manual dexterity impairment.

The **public telephone** is within a booth located near entrance to reception. There is a step up of 90mm at door. Outward opening door has suitable clear effective width of 780mm but it is very heavy and fast to close. Once inside there is adequate space for a wheelchair user to manoeuvre. Phone coin slot and receiver are set slightly 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.