



Access Statement

Daleacres, West Hythe

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

Barriers at entry to and exit from pitch area. Both barriers have card readers where card is touched to pad. Entry reader is at 1170mm height and exit reader is at 900mm height.

There are 13 car parking spaces for visitors including one marked out accessible bay. The bays and road have a tarmac finish. The accessible bay is 3000mm long by 2500mm wide at its narrowest and does not have transfer space marked out. The late arrivals area has space for two vehicles on gravel; spaces are not marked out. Bays are not reserved.

The car parking area is approximately 17m from the closest bay to the reception entrance. The route is across the road and is level with no obstructions. There is a dropped kerb to the paving around the reception block. The paving slopes up to the reception entrance at a gradient of 1 in 15 for 1200mm and 1 in 10 for 1600mm. There are no handrails to the sloping route.

Reception

The reception block is visible on entry to the site and has a sign on the door. There is no bell. The door has an effectively level threshold though there is a water bar that gives a 20mm upstand. The door clear opening width is 900mm and the door opens easily. The door has glazing at a height of 980mm and has a pull handle at a height of 1000mm to 1300mm.

Internally there is 2200mm by 2000mm circulation space and no seating. The reception desk is 890mm high with no low section, though there is a 175mm overhang to the counter edge. There is no hearing enhancement system.

Pitches

There are four accessible pitches which are sometimes allocated for disabled visitors on

request. Two of these pitches are on grass and two are on gravel. There is no roll-out mat provided. The pitches are approximately 165m from reception and 30m from the toilet block which contains toilets, baby and toddler room, vegetable preparation and laundry. The nearest service point is 15m. The routes are level.

Public areas of the site

There is a road around the site with occasional speed bumps. There is a pedestrian path, 1200mm wide with tarmac surface, running part of the way from reception to the toilet block.

Toilet block

The toilet block is close to the accessible pitches and clearly visible though there is no signage. The entrance door gives access to a lobby serving the toilets and baby and toddler room. The entrance door has 800mm clear opening width, opens outwards, has level threshold, opens easily and is glazed. The door has a pull handle at 800mm to 1100mm height. There is a recessed door mat in lobby. The lobby is spacious.

The door into the male toilets opens in, gives 780mm clear opening width and is heavy to open. There is a push plate on outer face of door and a D handle on the inside of door at approximately 1100mm height.

The male toilet facilities contain four urinals in total; one is low at 500mm.

The low urinal has one horizontal and one vertical grab rail. There are small privacy screens between urinals. There are five WC cubicles; one has a horizontal grabrail to one side. All doors open in and have slide bolt lock. There are two washbasins with non-mixer lever taps. The soap dispenser and hand drier are at 1200mm height. There are seven privacy cubicles, one of which has a horizontal grabrail to one side. Washbasins are at 840mm height and have lever non-mixer taps. There are six shower cubicles with level access into shower and a built-in bench. One shower has grabrails and sign indicating use by ambulant disabled people. The showers have lever type controls at 1300mm height and an adjustable height shower head 1500mm to 2000mm height. The floor is tiled and there is some visual contrast.

The door into the female toilets opens in, gives 780mm clear opening width and is heavy to open. There is a push plate on outer face of door and a D handle on the inside of door at approximately 1100mm height.

The female toilet facilities contain six WC cubicles; one has a horizontal grabrail to one side. All doors open in and have slide bolt lock. There are two washbasins with lever non-mixer taps. The soap dispenser and hand drier are at 1200mm height. There are seven

privacy cubicles one of which has a horizontal grabrail to one side. Washbasins are at 840mm height and have lever non-mixer taps. There are six shower cubicles with level access into shower and a built-in bench. One shower has grabrails and sign indicating use by ambulant disabled people. The showers have lever type controls at 1300mm height and an adjustable height shower head 1500mm to 2000mm height. The floor is tiled and there is some visual contrast.

There is an accessible WC and shower combined. The room has a RADAR lock with key available from reception. The door opens easily, opens outwards and gives 870mm clear opening width. There is a D-handle on outer face of door at 1100mm to 1300mm height and lever handle inside at 930mm height. The room is 2600mm by 1950mm and contains a WC and shower both arranged for left hand transfer. There is a tiled floor with slip-resistant finish. The arrangement of fittings is as follows: WC flush handle at 1100mm; no grab rail above basin on side furthest from WC; basin 250mm from WC, though as basin is large to allow washing it would not be possible to fix closer to WC without obstructing WC use. There are lever non-mixer taps. The drop-down rail to the WC is floor mounted and may interfere with side transfer and prevent access to the vertical rail on rear wall. The soap dispenser and hand drier are out of reach of WC and the alarm reset button is at ceiling level. The toilet paper is on a roll.

The shower has no drop down rails present. The shower control is lever type, at 900mm height, and the adjustable shower head at 1250mm height to 1800mm height. A small fold down seat projects only 350mm, though a freestanding shower chair also available. There is no alarm cord within reach of shower.

Baby and toddler room

There is a baby and toddler room in the toilet block. The door opens in and opens easily giving 770mm clear opening width. The door has D-handle at 1200mm height. Inside the room there is a low WC, low basin, a small bath with shower head and a fold-down baby changing table. There are lever non-mixer taps to basin and bath

Vegetable preparation room and laundry

The vegetable preparation room and the laundry are in the toilet block. There is a gradient on the route to the doors of 1 in 10 for 1500mm. There is a handrail to one side only at a height of 1000mm. Route width is adequate. Both rooms have doors that open out and are heavy to open. The doors are glazed and both give 690mm clear opening width and have level thresholds. There is a D-handle at 800mm to 1150mm height.

The vegetable preparation room has 2100mm by 1800mm circulation space. There are four sinks - three are at 920mm height and one is at 730mm height with 650mm knee

space below. There are lever non-mixer taps. The laundry has 2000mm by 3700mm circulation space. There are two sinks at 900mm height with lever non-mixer taps; two washing machines and one dryer. The dryer is front-loading with controls at 1060mm height. One washing machine is front-loading with controls at 1060mm height. One washing machine is top-loading with controls at 1000mm height. The wall-mounted iron is at 900mm height with coin slot at 1430mm height.

Information room and public telephone

The information room and public telephone are in the reception block. The information room door opens in and is heavy to open. The door is half-glazed with glazing at 980mm height. The door has pull handle at 1000mm to 1300mm height. The door has an effectively level threshold though there is a water bar that gives a 20mm upstand. The clear opening width of the door is 880mm. Internally the room has 1520mm deep by 2100mm wide circulation space. There are shelves at 1040mm height and a display unit at 500mm to 1200mm height. There is no seating.

The public telephone door opens out and is heavy to open. The door is half-glazed with glazing at 980mm height. The door has pull handle at 1000mm to 1300mm height. The door has an effectively level threshold though there is a water bar that gives a 20mm upstand. The door clear opening width is 880mm. Internal space is only approximately 1100mm by 900mm. The telephone is wall mounted at 1450mm to coin slot and 1320mm height to top button. Telephone has an inductive coupler.

Service point

There is an external service point near to the accessible pitches with level access to facilities. The taps are non-lever type.

Games room block

The games room block is opposite the reception block and contains a games room, recreation room and male and female toilets. The female toilet is also an accessible toilet.

There is a short ramp to give access to the games room and the female/disabled person's toilet. The ramp is 2000mm long with gradient of approximately 1 in 13.

There is a handrail to one side only at a height of 1000mm.

The games room door opens in and is heavy to open and has a clear opening width of 780mm and a D-handle at 1140mm to 1440mm height. The door has a level threshold and is half-glazed with glazing at 920mm height. The room is very large with adequate space for wheelchair manoeuvre and contains a table tennis table, table football and snooker table.

The female/disabled persons WC door opens outwards and opens easily. The door gives 850mm clear opening width and has a D-handle at 1170mm to 1470mm height and a lever handle inside at 800mm height, Inside there is 1420mm by 2200mm space allowing wheelchair manoeuvre, though slightly less than 1500mm turning circle. There is an accessible WC and washbasin with right transfer to WC.

The fittings are as follows: vertical rail to rear wall to WC is missing; drop down rail to WC is present but is floor mounted in front of rear wall and so may block side transfer to WC; the vertical rail above basin on side furthest from WC is missing.

The basin is 370mm from WC though as basin is large to allow washing it would not be possible to fix closer to WC without obstructing WC use. The soap dispenser and hand drier are out of reach of WC. The alarm reset button is at ceiling level. There is toilet paper on a roll, lever non-mixer taps and coat hooks at 1450mm.

The male toilet has a 150mm step at the door. The door opens in and is heavy to open and gives 770mm clear opening width. The room contains a WC and washbasin with lever non-mixer taps.

The recreation room is accessed up short ramp. The ramp is 2400mm long with gradient of approximately 1 in 16. There is a handrail to one side only at a height of 1000mm. The door opens in and is heavy to open and has a clear opening width of 780mm and a D-handle at 1140mm to 1440mm height. The door has a level threshold and is half-glazed with glazing at 920mm height. The room is very large with adequate space for wheelchair manoeuvre and contains tables and chairs and a television.

There is a play area on the site. Access is across a grassed area. The gate gives 1100mm clear opening width and the play area is spacious and level.

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.