



Access Statement

Fairlight Wood, Hastings

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 no barrier at site entry. Car parking is near to reception block and space is marked out for approximately 6 cars, though an accessible bay is not provided. Distance from parking to reception door is approximately 25m. Car park surface is gravel and is level.

The late arrivals area is near to the visitors' parking area. Space is allowed for three outfits. Bays are not marked out.

Reception

The route from parking to reception is level. The reception has a sign on the external wall. The entrance door threshold is level.

The door does not have visual contrast, is heavy to open and has clear opening width of 700mm with a pull handle at 1000mm to 1300mm height. The door is half-glazed with glazing at a height of 850mm. There is a bell at a height of 1250mm.

Internally there is 2300mm by 2450mm circulation space. There is no visitor seating. The reception counter is 900mm high with no knee space. There is no hearing enhancement system.

Pitches

Pitches 15 and 34 are usually offered if an accessible pitch is requested. The booking arrangement is flexible. The pitches are both gravel and there is no roll-out mat provided.

The route to reception is level from pitch 15. The route from pitch 34 has a gradient

of 1 in 18 for approximately 25m. The route is along the tarmac road.

Pitch 15 is 50m from reception, information room and telephone, 25m from the accessible toilet, 30m from the laundry and 20m from the vegetable preparation room.

Public areas of the site

The site is mainly level, however, there is a gradient of 1 in 18 on part of the road between pitch 15 and 34. There is also a gradient on the path leading to one side of the toilet block, see below for a description of this path. There are no traffic calming measures, though the speed limit of 5mph is displayed on signs. Pedestrian route is along the road. There is little signage, but site is small. There is external lighting.

Toilet block

The toilet block is near to reception and is less than 50m from the accessible pitches. The pedestrian route on the approach to the toilet block from the reception block is level along the road, but there is a path down to the toilet block that falls at 1 in 14 for approximately 13.5m. The route is 1300mm wide and has no handrails. The route from pitch 34 to toilet block is along road at a gradient of 1 in 18. The paving around the toilet block is level except where it is slightly ramped up at a gradient of 1 in 18 to the door to the laundry, the door to the accessible toilet and the route to the vegetable preparation room and male toilets.

The toilet and other facilities have separate entrance doors with signs on the doors. The male and female toilets have doors giving 745mm and 730mm clear opening width respectively and the doors are heavy to open. There is a 50mm raised threshold to both doors. The doors have lever handles at approximately 1000mm 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 a grabrail. There are small privacy screens between the urinals.

The male toilets have one washbasin and four privacy cubicles and female toilets have two washbasins and three privacy cubicles with basins at 830mm height. One cubicle in both the male and female facilities has a grabrail. All taps are lever non-mixer type.

The male and female toilets both have three shower cubicles, one of which has grabrails. There is a step down to the shower area. There are freestanding stools.

The shower lever controls are at 1150mm height. The adjustable height shower head in the showers is 1400mm to 1900mm high.

There is one **accessible WC and shower** combined. The door has a RADAR lock. Although the site has one RADAR key available, visitors are requested to bring their own if they have one. The door opens easily, opens outwards and gives 810mm clear opening width. There is a D-handle on the outer face of door at 1000mm to 1300mm height. The room is 2800mm wide by 2200mm deep with additional space inside door 1100mm wide by 1550mm deep.

The WC has left-hand transfer and all the grabrails are in place. The WC flush handle is on the wall side of the cistern. The basin is 300mm from WC and has lever non-mixer taps. The soap dispenser and hand dryer are out of reach of WC. There is an emergency alarm. 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 1450mm to 1950mm height. There is a fold-down seat, though it is very stiff to fold down, and a shower chair is also available. There is no alarm cord within reach of the shower. The floor finish is tiles.

Other facilities

The **information room** is near to the reception block. The route is accessible. The entrance has double doors giving 710mm clear opening width through each leaf and the door threshold is level. The door is easy to open and has a lever handle at 1000mm height. There is 2500mm by 1650mm internal space. There are shelves at 910mm and 700mm height and a display unit at 910mm to 1500mm height. There is no chair.

The **laundry** is in the toilet block. The route is slightly ramped at 1 in 18 with no handrails. The door has a 50mm raised threshold and gives 740mm clear opening width with a lever handle at 1000mm height. Inside the room there is one washing machine and one dryer both of which are front-loading and have controls at 1000mm height. There are two sinks at 840mm height with lever non-mixer taps and a wall-mounted iron at 1000mm height with coin slot at 1200mm height. There is 1830mm by 2200mm circulation space.

The **vegetable preparation room** is in the toilet block. The route is slightly ramped at 1 in 18 with no handrails. The entrance has double doors giving 700mm clear opening width through each leaf and the door threshold is level. The doors are easy

to open and have a pull handle at 1000mm to 1300mm height. There is limited internal space 2300mm wide by 860mm deep. There are two sinks at 900mm height with lever non-mixer taps.

There is a **public telephone** in a small room. The door has a level threshold, a door opening width of 840mm and a pull handle at 1000mm to 1300mm height. There is 1050mm by 1050mm internal space, though a shelf protrudes into this space. The telephone is wall mounted at 1280mm to coin slot and 1170mm height to top button. The telephone has an inductive coil.

There is a **service point** in front of the toilet block with access as described to the toilet block. 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.