



Access Information Statement

Grafham Water, Grafham, Huntingdon

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 an open gateway giving access to a drive up to the forecourt of the site. Just prior to the forecourt there is a barrier that is open for the majority of the day. The barrier is in operation after 8pm by an electronic tag that easily operated from the driving position of cars entering or leaving.

Visitor parking is provided for three cars on an area to the right of the access drive and it is 30m from reception; the area is part grass and part tarmac and a little uneven. The area is not marked on the ground and the sign is at low level and likely to be obscured by parked vehicles.

There is space leading up to reception for two or three newly arrived outfits to park up in tandem while registering. This is 20m plus from reception and on the right side of the drive which is two-way at this point; the site generally is subject to one-way traffic control and a 5mph speed limit.

There is no provision for Late Night Arrivals at this site.

Reception

These facilities are located about 250m from the entrance to the drive and 100m from the site entrance where the barrier is located. There is a flush kerb to the reception building and there is a brass bell for calling for assistance located at a height of 1750mm to the left of the door.

The entrance door has a 200mm step up into reception and there are no grab handles fitted for assistance. The door has a clear opening width of 760mm and it is easy to open with a good visible handle.

Internally there is reasonable space for wheelchair users should they be able to negotiate the step. The counter is at a height of 880mm and does not have knee space to facilitate close approach.

The reception is not fitted with a hearing induction loop system to assist hearing aid users.

A small amount of CC information is available and there is a good choice of product and produce available to purchase. There is a chiller and a freezer for a selection of food, drinks and ice-creams.

Pitches

There are a total of 72 pitches on the main site with a number of others available on an annex field known as the Paddock; this field also has provision for camping tents. There are no pitches permanently designated for people with disabilities, though a possible selection of hard and grass pitches located within about 30m of reception and the toilet block are recommended. There are 8 fully serviced super pitches which are upwards of 120m from reception and the toilet block via the tarmac drive.

The paddock area is not recommended for use by people with physical or visual disabilities, who are ambulant disabled or who use a wheelchair for mobility.

Public areas of the site

The site is level but there are short shallow ramps to access the toilet block and other facilities. The drive adjacent to the serviced pitches has a very gentle slope.

Main pedestrian routes through the site share the level vehicle driveways, which have a firm, well maintained tarmac surface. There is one speed bump at the entrance to the site.

Toilet block

There is one toilet block on the main site and one on the annex; the annex toilet facilities are not accessible for people with mobility or visual impairments.

There are flush kerbs and short ramps with handrails to access the level concrete paving around the block. All facilities have their own level entrances.

The male and female toilets have separate doors which are locked and access is by use of a Yale key at a height of 1400mm; the doors are relatively easy to open with clear opening widths of 680mm and level thresholds. In both male and female toilets

there is no provision of grab rails to assist ambulant disabled people. The taps to the basins are lever type to assist people with limited manual dexterity. Showers have a level floor and there are built in benches.

There is a **combined accessible shower and toilet** located adjacent to the other toilets and accessed using a RADAR key. The outward opening door is approached via an 1800mm long ramp at 1:12 with a small level landing and a flush threshold. The clear opening width is 850mm. The room is spacious giving ample space for wheelchair usage as well as space for an ambulant carer. The toilet is for left-hand transfer and there are good grabrails provided to assist the user. The washbasin is not located within easy reach of the WC but taps and controls are lever type to assist people with limited manual dexterity. There is an alarm fitted with access from the WC however the reset button is remote. The shower is open to the main area of the facility however there is no drop down seat, no grab handles and no alarm cord fitted. A shower chair is provided and the controls are at an accessible height and the shower head is adjustable.

Other facilities

There is a **laundry** facility located in the toilet block and accessed from the external footpath and a short 1:9 ramp. The door opens inwards and has a level threshold; it has a 680mm clear opening width. There is good internal circulation space. There is a front-loading washing machine and drier; the coin slots are within reach at 900mm from the floor. The sink is at 900mm which may be difficult for seated or shorter people and the taps are screw top which may be difficult for people with limited manual dexterity. The iron and iron coin slot is at 1300mm from the floor.

The **washing up and vegetable preparation area** is located in the toilet block adjacent to the laundry facility with similar access. There are three sinks all set at 900mm high with knee space below; the taps are screw top which may be difficult for people with limited manual dexterity.

The **information room** is 13m from the reception and housed in a 'summer house' type timber building. The route to it is level and of smooth firm tarmac and concrete setts. There is limited space adjacent to the room for parking if visitors need to use their cars to visit the facilities. There is a double door to the information room which gives a 700mm clear opening width when one leaf is open; the other leaf is bolted closed. There is a 100mm stepped threshold at the door and no grab handle fitted. Internally, the space is adequate and there is a chair with arms for visitors to sit and read. Information is displayed on tables that are 750mm high and also on the walls.

There is a red **BT public telephone kiosk**.

There is an accessible **children's play area** 40m from reception and on the grassed area of the site.

There is a **Baby and Toddler room** equipped with toilet and changing facilities for youngsters below about four years of age and this is accessed via the same route that leads to the accessible facilities. There is ample circulation space in the room and the door has a level threshold with an 850mm ECW; it is kept locked and accessed using a Yale key with lock at 1400mm from floor level. There are no accessible facilities built in to the room.

There are **two service points** around the site and water and waste water disposal is also available at the toilet block. There is a motor vehicle waste point adjacent to the access drive close to the reception forecourt. Chemical closet emptying points at the two service points have level access; the one sited in the toilet block has two steps to negotiate.

There is a **small swimming pool** on the site ranging from 800mm to 1200mm in depth. There is no special access provision but the approach and surrounding areas are level; the area is fenced off for security and opening times are limited.

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.