



Access Statement

Grummore, Lairg

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 designated car park or arrivals area and there are no marked out bays. Visitors can park to the side of the road where there is space for approximately two cars about 20m from reception. Ground to side of tarmac road is part of natural landscape, so not even and level. This site is not on level ground.

Reception

The reception building is clearly visible on approach from the road and has a sign for wardens and reception. The approach route is not easily accessible from the nearest pitches due to natural barriers such as uneven surfaces and slopes. Users have to walk across a mixture of undulating grass and rocky surfaces.

The inward opening entrance door has a slightly narrow effective clear width of 740mm but is light to open. It has a suitable vision panel and well located lever handle and contrasts well with background. There is limited circulation space once inside of 1000mm by 1600mm for a wheelchair user to manoeuvre. Reception counter is at a moderate 900mm height with knee-hole space at the lift-up section and leaflets are displayed at good reach levels of 900mm – 1200mm.

Pitches

There are no pitches permanently designated for disabled people. However, the lake-side pitches are on fairly level ground with nearby picnic tables that can be accessed from these pitches. Most pitches are on undulating ground and part of a natural landscape. There are several sloping routes so may cause some difficulties for wheelchair users unless accompanied by an assistant.

Public areas of the site

The site is in a natural lake-side setting with a gravel road running around the site. Both pedestrians and vehicles use this access road and there is no definition between pedestrian or vehicle routes. There are natural obstructions in some parts of the site such as boulders and stony ground.

Toilet blocks

There are no toilet facilities on this site.

Other facilities

There are no facilities on this site except a Reception and Telephone Booth.

The **public telephone** is within a phone booth located around the corner from Reception. The approach route from the reception entrance is a fairly even gravel path. The outward opening door has a narrow clear effective width of 710mm and it is heavy to open. Inside the box the space is too small for a wheelchair user to manoeuvre at only 900mm by 950mm. 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.