



Access Information Statement

Top Lodge, Stamford

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 mind, and includes keyboard navigation and Browsealoud texthelp. The website complies with the W3C level A guidelines.

Arrival and car parking facilities

The site is accessed down a long, fairly narrow lane, which opens up into a wide forecourt giving access to the club site and other recreational facilities.

Entrance into the site is through a very wide, open gateway onto an expansive tarmac forecourt with no barriers. There are designated areas for visitor's parking, late night arrivals and new arrivals. There are no marked bays and no designated accessible parking bay; however there is ample space for accessible parking.

The site is well furnished with the standard white on green Caravan Club signs generally clear with good contrast and type size; there is an overuse of all capital letters for signage making them difficult to read for people with visual impairments.

Reception

Reception facilities are located overlooking the spacious forecourt in a raised building that has steps and a rather steep and long 1:8 dog-leg ramp to the entrance door. The ramps and steps have a non-slip surface and they both have handrails to the side. Planters close to the bottom of the ramp may impede easy access.

There are double doors to the reception, giving 700mm clear opening width when one leaf is open and 1400mm clear opening width when both are open. The reception area is very spacious. The counter is all at one height of 900mm from floor level, and there is no hearing induction loop system to assist hearing aid users. There is no seating available.

The doorbell is sited adjacent to the door at the upper level and at a height of 1450mm. It is clear to see, although it does not have a sign, but as visitors need to go up the steps or ramp to reach it, it is difficult to access.

Pitches

There are no designated accessible pitches although certain pitches are suitable for people with disabilities dependent upon the requirements of the individual; these pitches can be hard-standing, of compacted gravel and crushed stone, or grass. They can be quite close to service points, as required, but are remote from reception. There are hard-standing crushed stone pitches at 35m from reception and 20m from the information/telephone huts. There are no roll-out access mats available at this site.

Public areas of the site

The site is gently sloping and the main pedestrian circulation is via the tarmac forecourt or the compacted stone chip/gravel drive.

Toilet blocks

There is no toilet block on this site

Other facilities

The information room is located remotely from the reception. The door, approached by a very short shallow ramp, is adequate in width and weight and is usually left open. All information is at a height of 900mm or more from floor level and therefore would be difficult for a wheelchair user to access.

There is no laundry, washing-up and vegetable preparation area, or mother and toddler facilities on this site.

The telephone kiosk is located remotely from the reception. The door is narrow at 700mm clear opening width and the kiosk is narrow and shallow making it difficult for access by anyone using a wheelchair; the telephone is mounted at high level.

The facilities at the purpose designed service points include rubbish bins, drinking water top-up, waste water disposal and chemical toilet emptying point. The gullies to the water pipes and for waste water are level with the ground and present no barrier. The chemical toilet emptying points are all raised a good 600mm above finished floor level requiring the chemical toilet to be lifted to this height to be emptied.

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.