

Access Information Statement Morvich



Contact Information

For those wishing to contact The Caravan Club by phone, tpeetalk 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 unlocked gate, but no lift-up barrier to the site. There are two spaces for new arrivals near reception. There are also two spaces for late arrivals as well as parking spaces for visitors near reception block. There is no space designated for disabled people.

Reception

The approach route to the reception is step-free via a large, even tarmac area to the front of the building. There is a call bell for assistance located at a height of 1200mm by the door and there is a clear sign with instructions. The 770mm wide door has a D-line handle and vision panel, and is light to open with completely level entry.

Circulation space is acceptable within the visitor side of the room and seating is provided. The counter height is 870mm and is not currently fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are no pitches permanently designated for disabled people. Six gravel-surfaced pitches are made available for disabled people near the accessible WC block as well as the laundry block. These pitches are between 10m and 50m from the accessible WC and vegetable preparation facilities and between 40m and 100m from the laundry, information room and reception.

Public areas of the site

The site is level with a tarmac road without speed bumps running around the site. Both pedestrians and vehicles use this access road and there is no definition between pedestrian or vehicle routes. It is a small site without much traffic.

Toilet block

There are male, female and accessible facilities are within a block near the reception, which also contains a vegetable preparation area.

There are steps at entrances into both the male and female facilities. Both have doors that are kept unlocked. Internally they have tiled floors, which might be slippery when wet.

There are privacy cubicles with washbasins in each of the single sex facilities. One has grabrails for ambulant disabled people.

In both male and female toilets one WC and one shower cubicle are fitted with grabrails to assist ambulant disabled people. There are grabrails and privacy screens at one of the urinals.

The taps to the washbasins are single lever type. Both facilities have poor visual contrast between fittings and their background. Light levels are likely to be low in these facilities during times of poor daylight.

There is an **accessible shower and toilet cubicle** with a separate entrance, which is opened using a standard key. This room also contains a baby-change table. There is a short ramp to the entrance with a suitable gradient of 1:15, 1200mm wide and handrails to both sides. The door is outward-opening with a flush threshold, and can be opened from the outside if someone falls against it in an emergency. The room has 2100mm x 2200mm clear space plus 1800mm x 1300mm by the shower, with a tiled floor that might be slippery. The WC and washbasin layout are generally to AD M standards, although there are some elements which are incorrectly positioned, such as: there is no lever mixer tap at the washbasin with very hot water in tap nearest to the WC pan and there is poor visual contrast between all white elements. An alarm system is provided.

There is a **vegetable preparation area** to the side of the WC block with a step-free approach route, but there is a step up at the entrance. The sinks are 920mm high with knee recess but do not have lever taps.

Laundry block

The **laundry and drying facility** is located in a room in a separate block near the main toilet block. This building also contains a TV lounge. Approach is via either a steep short ramp or a set of steps without hand rails. The room has a suitable 850mm wide entrance door, which is well contrasting. There is a top-loading washing

machine and front-loading tumble dryer. The coin slots are at 1050mm height. The iron and its coin slot are mounted high at 1500mm height and in a tight corner which might be difficult to reach. Sinks are at 950mm height with a knee-hole space and good shallow sinks, but the taps are single twist type. Tiles may be slippery when wet. There is also an adjacent room with drying racks.

The **TV Lounge** is in a room off laundry lobby and has excellent circulation space. There is little visual contrast in the room.

Other facilities

The **information room** is in a hut near the Laundry Block. The approach route is level although surface is slightly uneven. There is a level entry at the entrance door, which is 760mm wide and light to open but does not have a vision panel. Circulation for wheelchair users within room is narrow due to a low level shelf. The leaflets are displayed at 600mm to 1600mm height.

The **public telephone** is within a phone box with level entry and a suitable 790mm wide door (but it is heavy to open and fast to close). Inside the box the space is limited but if the door was adjusted to stay in an open position, a wheelchair user may be able to enter and reverse out. The phone coin slot and receiver are set high at approximately 1500mm 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.