



Access Information Statement Kinlochewe

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

This site does not have specific spaces for new arrivals - caravans pull up outside reception, where there are also parking spaces for visitors. There is no late arrivals area at this site, guests are asked to arrive before eight pm. There is adequate space to park near the reception building.

Reception

The route is level and even up to the entrance, but there are two steps up to the door. Steps are well identified with white painted edges but the threshold is poorly contrasted and could present a trip hazard. There is a call bell for assistance located at a high level of 1530mm by the door, without weather protection above. The door has an adequate clear effective width and lever handle but this is located slightly high as is the vision panel. It is heavy to operate and opens into the room – restricting circulation space.

Room has limited manoeuvring space for a wheelchair user of 1400mm by 1400mm, partly due to the inward opening door. The counter height is 920mm 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. However, all pitches are on level ground. There are five pitches (gravel) which are used for disabled visitors. There is no designated accessible pitch. These pitches are between 15m and 20m from the accessible WC, laundry and vegetable preparation facilities and between 25m and 50m from the 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.

Wayfinding and signage is adequate in this small site and it is straightforward to find one's way around. Where there are signs, they are generally clear and well contrasted. A site map is also available as a leaflet from reception.

Toilet blocks

The male, female and accessible facilities are within a newly built block near the reception. Laundry, drying room and vegetable preparation area is in a separate block nearby. There is no space for parking near these facilities, except in the new arrivals bay, but as the site is very small, there is little need for parking.

Both the female and male toilet facilities have stepped entrances. Both have doors opened with keys handed out at the reception by the warden. Internally they have good anti-slip flooring.

There are privacy cubicles with washbasins in each of the single sex facilities. One is enlarged and 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. The shower has level access into shower tray and good infra-red sensor controls. There are grabrails at the urinals but they lack privacy screens. The taps to the washbasins are single lever type. Both facilities have excellent visual contrast between fittings and their background.

There is an **accessible shower and toilet cubicle** located to the side of the toilet block with a separate entrance, which is opened using a standard key. This facility has step-free access via a ramp with suitable gradient but the handrail is to one side only and the tactile warning surface could actually cause confusion for people with a visual impairment. The door is outward-opening, light to open with a flush threshold, and it can be opened from the outside if someone falls against it in an emergency. The room has generous circulation space of 2200mm wide x 3000mm deep, with anti-slip tiled floor. The WC and washbasin layout are generally to AD M standards, although there are some elements which require attention, such as: individual taps (no mixer) at the washbasin and there are no paper towels. There is very good contrast between elements in this room.

Other facilities

The **information facility** is in the same room as **the drying room** in the laundry block. The route from the nearest pitches is likely to be difficult due to Z-barriers with a 700mm-1000mm turning width and there is a step up at the entrance. The door has a narrow clear width of 680mm but is light to open and well contrasting against façade. Manoeuvring space within the room is generous and unimpeded but the leaflets are displayed at 1050mm to 1550mm height, which is outside recommended reach ranges.

There is a **vegetable preparation area** in a narrow room to the side of the laundry block, with an approach route which could be difficult for a wheelchair user due to a narrow path and a step up at the entrance door. However, room is too small for a wheelchair user to manoeuvre. The sinks are 900mm high and have single twist taps. Flooring is tiled which could be slippery when wet.

The **laundry facility** is adjacent to the drying room. It has stepped entry and a narrow and heavy 650mm wide entrance door, with a high vision panel. Room has adequate circulation space within. There is a top-loading washing machine and front-loading tumble dryer. The coin slots are at 1050mm height. Sinks are at 900mm height but do not have a knee-hole space and the taps are single twist type. Tiles may be slippery when wet.

The **public telephone** is within a phone booth with a level entry and suitable 760mm clear width door. Inside the box the space is acceptable for a wheelchair user to manoeuvre. The 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.