



Access Information Statement Littlehampton Caravan Club Site

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 a barrier card control system at the site entrance giving access to the pitches. The barrier card reader is between 1200mm and 1300mm height. Assistance can be given if required.

Visitor and late arrivals parking is provided and has a tarmac surface; spaces are marked out and there is a designated accessible bay. Parking is located approximately 5 metres from the reception building. The route to reception is level from the parking area to the block paving forecourt; however there is a gradient (1 in 12) on a paved ramp immediately outside reception.

Reception

The reception facilities are located near the entrance to the pitches and are clearly visible on entering the site. There is a pedestrian route from the car park to reception forecourt, with a dropped kerb at the road edge immediately outside reception. There is level access at the reception entrance. There is a call bell for assistance located near the door with a bell height of 1200mm above floor level.

The entrance door is fully glazed and has a double door opening width of 1400mm with lever handles. There is in excess of 1500mm by 1500mm space inside reception for wheelchair circulation. The counter height is 900mm from finished floor level and a lower position of 660mm. A seat is provided. The reception is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are no pitches permanently designated for disabled people, but pitches, located near to the toilet block, are often recommended. There is a choice of grass or gravel surface. The nearest of these recommended pitches is 100 metres and the furthest is 200 metres from the reception building. The recommended pitches are between 15 metres and 30 metres from the toilet block. The route to the toilet block is along the road which has a tarmac surface.

Public areas of the site

The site is generally level. Pedestrian routes are along the roads which have a tarmac finish. There is external lighting along these routes.

Toilet block

There is one toilet block on the site. There is space to park near to the block but spaces are not marked out. The toilet block forecourt paving has dropped kerbs to the road.

Centre for Accessible Environments

Caravan Club – Littlehampton Park Access Statement

The toilet block has male and female facilities, a combined accessible WC and shower, laundry, vegetable preparation room and baby and toddler room. The facilities each have individual doors.

The male and female facilities have doors with clear opening widths of 750mm and level access. In both male and female facilities, one shower cubicle and one WC cubicle is fitted with grab rails to assist ambulant disabled people. The shower cubicles have a fixed bench type seat. The taps on the washbasins are lever type to assist people with limited manual dexterity. The male toilets have one low urinal at 520mm height.

There is a combined accessible shower and WC in the block, accessed using a RADAR key (available from reception). The door has a flush threshold and 770mm clear opening and the room is 2750mm x 2450mm. The toilet is left-hand transfer. There are some grab rails provided to assist but not all recommended grab rails are present. The washbasin is located within reach of the toilet and taps and controls are lever type to assist people with limited manual dexterity. There are emergency alarms operated by pull cords that extend to 350mm above floor level.

The shower has level access and the shower seat is for right-hand transfer. The adjustable shower head is on a vertical rail at 1250mm to 1800mm height and has a lever control. Not all recommended grab rails are present. A free standing shower chair is available. There is an emergency alarm pull in the shower area.

Other facilities

The vegetable preparation room is in the toilet block. It has level access and the door gives 850mm clear opening width. There is 2700mm by 1900mm manoeuvre space internally. The taps are lever type.

The laundry is in the toilet block. It has level access and a door clear opening width of 850mm. There is 2700mm by 1900mm manoeuvre space internally. The laundry has two washer/spinner machines with controls at 1060mm above floor level; two driers with controls at 1060mm above floor level; two wall mounted irons with the controls at 1200mm above floor level. There are two sinks at 900mm height with lever type taps.

The baby and toddler room is also in the toilet block. It has a door clear opening width of 850mm and level access. There is 2000mm by 2000mm manoeuvring space internally. The room has a low WC, bath with shower attachment and a washbasin with lever non-mixer taps. There are no grab rails in the baby and toddler room to assist disabled people. The fold down baby change bench is set at 900mm above floor level.

The information room is adjacent to the reception block. It has level access and a door clear opening width of 750mm. Internally, the room provides 1500mm x 1500mm circulation space and the majority of leaflet display is between 400mm and 1200mm above finished floor level.

There is a telephone kiosk. The door gives 800mm clear opening width. The internal space in the kiosk is approximately 800mm by 700mm. The telephone coin slot is at a height of 1450mm and it has an inductive coupler.

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.