



Access Information Statement Losehill, Castleton

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 directly off the main road between Hope and Castleton. There is a single electronic barrier for entry and one for exit, both operated by swipe cards.

There is parking for visitors' cars and for late night arrivals in the forecourt in front of reception and prior to the electronic barriers however there are no marked and designated accessible parking bays.

The site is well furnished with standard white on green Caravan Club signage which is clear and has good contrast; text size is generally satisfactory however mainly in capital letters making the signs difficult to read particularly for people with visual impairments.

Reception

All new arrivals pull onto the level tarmac entrance drive close to reception. Other visitor parking is in designated spaces about 75m from reception; there is no marked and designated accessible parking provision.

Access to reception is over a dropped kerb and up a 2m ramp and then a 4m ramp both laid at 1:30 with an adequate level landing in front of the reception door sited under a covered porch. The door has a clear opening width of 760mm and it is light to open. The well positioned and shaped D-handle has little tonal contrast and is difficult to distinguish by people with visual impairments; this is a general problem with door handles throughout the site.

There is a doorbell that is clearly visible but it is sited at 1680mm from floor level. The sign to the bell is written in all capital letters making it difficult to read for people with visual impairments.

Inside the reception area the space is restricted by a bookcase and an ice-cream freezer making wheelchair access difficult; beyond this there is good space in front of the reception desk; however this is all at one level of 900mm from floor level. The area is well lit but there is no hearing induction loop system at the counter to assist hearing aid users.

Pitches

There are no designated accessible pitches although certain pitches can be reserved by people with disabilities dependent upon the requirements of the individual. Suitable accessible pitches can be within 45m of the toilet block, which houses an accessible WC/shower and other facilities, or adjacent to one of the two stand-alone service points. There are two pitches within 45m of reception if required and available. All pitches are level and hard-standing of crushed stone chippings. There are no roll-out access mats available at this site.

Public areas of the site

The site is level and served by level smooth tarmac drives which serve as the main vehicular and pedestrian access routes through the site. There are also tarmac or concrete slabbed footpaths close to facilities. The concrete slabs are uneven in places and could be a trip hazard.

Toilet block

There is one toilet block which also houses the accessible WC/shower and has an accessible covered washing-up and vegetable preparation area.

There is parking space on the adjacent drive, if required, with a travel distance of 20m to the male toilet entrance door and 40m to the female facilities; access is via dropped kerbs to the surrounding concrete slab paving which is level or very gently sloping but is uneven in places.

The male and female facilities have separate entrances controlled with digital locks which are indistinct and difficult to operate; if anyone finds these too difficult to open the warden will provide a key for access to the accessible WC/shower. There are also steps into both toilet areas with no handrails to the side.

In both the male and female facilities there are grabrails to privacy cubicles washbasins, showers and toilet cubicles. In the male toilets there is a urinal with grab rails fitted, one fitted at a low level and they all have privacy screens.

There is a wheelchair accessible combined WC and shower in a separate room to the side of the toilet block accessed directly from the adjacent concrete paving via a level threshold. The door lock is difficult to operate and has no external emergency override. The room is generally well equipped and to a good level of design and specification although there is only one alarm cord close to the light cord which could cause confusion. There are two alarm reset buttons both remote from the facilities. The grabrails do not contrast well with the background.

Other facilities

There is an amenity block in the centre of the site, close to the toilet block, which houses the information room, laundry, drying room, family games room and a second open washing-up/vegetable preparation area.

The information room has a 100mm stepped threshold, no handrails and a door which is heavy to open. This leads to a spacious, well-lit interior giving good access to information on shelves and tables.

The laundry room has a 100mm stepped threshold with no handrails and the door is heavy to open. The sinks are at one level, 900mm from floor level, and are fitted with screw-top taps making them difficult to operate by people with limited manual dexterity. The washer is top loading whilst the dryer is front loading.

A drying room in the amenity block has a small lip to the threshold otherwise it is spacious and accessible.

There are two vegetable preparation and washing-up areas. One of these is adjacent to the toilet block and is enclosed and accessed through a sliding door having a 720mm clear opening and a level threshold. The other area is sited at the end of the amenity block and is open to the air although under cover. All sinks in both areas are at 900mm from floor level.

There is a baby and toddler room housed in the toilet block; this has a 100mm stepped threshold and no specific accessible fixtures and fittings.

A telephone kiosk is situated adjacent to reception under a porch however the door is rather difficult to open for someone in a wheelchair due to the proximity of a low adjacent wall. The kiosk is quite spacious and well lit with the telephone at a good height.

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

There is a spacious family games room in the amenity block having a 100mm stepped threshold with no handrails to the sides. The door has a clear opening width of 830mm and it is easy to open with a good vision panel.

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.