

Access Statement



Dunnet Bay, Thurso

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

Site has one space for new arrivals. There is no on-site area for late arrivals or visitor's parking, however, there is a large public carpark immediately outside site entrance. Neither of these spaces is designated for disabled people but have evenly laid tarmac on level ground.

Reception

The route to the reception is step-free without kerbs onto the tarmac area which runs around the main block. There is a slope with a steep gradient of 1:11, from the main gravel route / booking in area, down to reception but there is a level alternative route as well. There is a call bell for assistance located higher than recommended at 1400mm by the door and there is no weather protection above. The door has a well-located lever handle and vision panel, and offers excellent level entry.

Room has adequate circulation space for a wheelchair user to manoeuvre. The counter height is 930mm and has a knee-hole space, but there is a fridge placed in this space.

It 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. All pitches are grass and very few are level, although efforts will be made to reserve a pitch as near to the accessible wc, laundry, vegetable preparation, information room and reception.

Public areas of the site

The site is generally level with a gravel 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.

Toilet blocks

The male, female and accessible facilities are within a block which also contains the reception. There is limited space for parking near these facilities, except in the new arrivals bay, but as accessible pitches are in close proximity to this building, there is little need for parking.

Both the male and female facilities have level entry. Both have doors opened with keys handed out at the reception. Internally they have tiled floors, which might be slippery when wet.

There are privacy cubicles with washbasins in each of the single sex facilities. In both male and female toilets one WC and one shower cubicle are fitted with grabrails to assist ambulant disabled people. There are no grabrails at 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** located near the reception, which is opened using a standard key. The door has a flush threshold but is inward-opening, therefore it may not be possible to open from the outside if someone falls against it in an emergency. The room is 2000mm wide x 2500mm deep, but the clear space is reduced by the inward opening door, with a tiled floor that might be slippery. The WC and washbasin layout are generally to AD M standards, with suitable fittings including a good lever mixer tap at the washbasin. There is no alarm cord near the WC pan.

Other facilities

The **information room** is in a small room shared with the **vegetable preparation area** to the side of the toilet block. There is level entry at the entrance door, which is 830mm wide with a vision panel at 900mm. The leaflets are displayed at 920 to 1500mm height, which is outside recommended reach ranges. The vegetable preparation area has sinks which are 920mm high with knee recess but do not have lever taps. This room has very limited circulation space and it is too small for a wheelchair user to manoeuvre.

The **laundry facility** is located in a room in the WC block. It has level entry and approach as well as a suitable 860mm wide entrance door with vision panels and lever handles, but it is heavy to open. There is a front-loading tumble dryer and washing machine. The coin slots are at 1000mm height. Sinks are high at 940mm height without a kneehole space, the taps are single twist type. Tiles may be slippery when wet. This room has very limited circulation space and it too small for a wheelchair user to manoeuvre but there is a seat with armrests to assist users.

There are two **service points**, both of which are located near the accessible pitches. There is a designated Motor Van Service Point located near the site entrance.

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.