



Access Information Statement New Forest 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 vehicle barrier leading to the pitches, operated by proximity reader for both entry and exit.

Visitor parking is provided on a firm tarmac surface with nine marked bays including one designated for disabled people with a level route across the roadway with flush dropped kerbs to reception building 20 metres away.

Late arrivals parking is adjacent to the reception building on firm tarmac with two large marked bays and additional space for a further seven or eight vehicles.

The new arrivals parking bay is directly in front of the reception building.

Reception

These facilities are located near the site entrance. There is a level route to the reception building with flush dropped kerbs. A call bell is provided if assistance is required.

The entrance door has a clear opening width of 1000mm with a level threshold. The door may be heavy and difficult to open for some people.

Internally there is a clear internal space of 3 metres x 4 metres which is likely to be adequate for most wheelchair users. The main counter is 960mm high with a low section at 760mm but has no knee recess.

The reception 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, although approximately 20 pitches, located near one of the toilet blocks are often recommended for disabled people. The recommended pitches are approximately 115 metres to 190 metres away from the reception building and between 20 metres and 75 metres from the nearest toilet block.

Public areas of the site

Main pedestrian routes through the site share the vehicle roadways which have a firm and well-maintained tarmac surface. The site is generally level throughout. There are speed bumps on vehicle routes through the site.

Toilet blocks

There are two toilet blocks on the site. Each has a space adjacent where vehicles may park temporarily if visitors need to use their car to reach it. The main block has additional wings which are opened during periods of high occupancy. There is a dropped kerb to each toilet block flush with the roadway.

Each block has a central lobby with access to and providing male and female toilets and showers, wheelchair accessible toilet/shower room and baby and toddler room. The blocks also house separate laundry and vegetable preparation rooms, accessed by separate entrances from the pavement outside. In addition, each also has a separate male and female WC cubicle, opened when the main facilities are closed for cleaning.

The outer lobby doors have a clear opening width of 960mm. The inner doors have a clear opening width of 770mm. The wings at block one each have separate doors with clear opening of 770mm. All doors are heavy and may be difficult to open for some people.

In all male and female toilets, one WC cubicle, one shower and one privacy cubicle have been fitted to assist ambulant disabled people and with outward opening doors. Lever taps have been fitted to all wash basins to assist people with limited manual dexterity.

There is a **combined wheelchair accessible shower and toilet** in each toilet block

and accessed using RADAR key. The outward opening doors have flush thresholds and clear opening width of 760mm. The rooms are 2410mm wide x 2540mm deep. WCs are right hand transfer and showers are left hand transfer. Grabrails have been installed and alarm systems have been fitted. The wash basins have lever taps and the shower controls are lever operated to assist people with limited manual dexterity.

There is a **baby and toddler wash room** in each block. Each has a level threshold but limited space which may be difficult for wheelchair users. Facilities include: low, child height WC, drop-down baby change bench, toddler bath and wash basin. No grabrails are provided.

Other facilities

Laundry rooms are provided in both toilet blocks. Each has level threshold and doors with clear opening width of 990mm. The laundry in block one has clear space of 2900mm x 2800mm and in block two 2350mm x 2550mm which provides adequate space to manoeuvre a wheelchair.

There are two washing machines in each: one front-loader and one top loader. The coin slots are generally within reach at 1060mm from the floor. Sinks are a little high at 910mm which may be difficult for seated or shorter people and the taps are not lever type which may be difficult for people with limited manual dexterity.

The **washing up and vegetable preparation areas** are provided at each toilet block. Both have level thresholds and outward opening doors with a clear opening width of 1000mm. Doors may be heavy to open for some people. Internal clear space is 1800mm x 2630mm and 1740mm x 3100mm in blocks 1 and 2 respectively. Block 1 has five sinks and block 2 has four, all set at 900mm high with lever mixer taps and knee space beneath.

There is **one public telephone** on the site located outside the reception building. This is a modern standard BT phone box with level threshold but a heavy door and restricted space internally which is unlikely to be accessible for many wheelchair users and other people using walking aids. The phone and coin slots are set high at 1330 – 1460mm from floor level. The phone is fitted with 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.