

## Access Statement

### Alderstead Heath

#### Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, typetalk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan and Motorhome 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 card operated entry barrier giving access to the pitches. The card pad is fixed 1100mm above floor level. Assistance can be given if required. Visitor parking is provided is combined with the late arrivals area, located 20m from reception. The car park surface is gravel and there are no spaces marked out. There are 3 late night arrival pitches clearly marked out with 6 meter fire breaks. The area is surfaced with tarmac. The route to reception is along a tarmac access road. There is also a stone and paving slab path to reception.

#### Reception

The reception is located near the site entrance. There is a dropped kerb to the pavement in front of reception with a 25mm upstand at the kerb edge. The concrete paving is ramped down to the reception entrance at a gradient of approximately 1 in 18. There is a call bell for assistance located near the door at a height of 1500mm. The entrance door has an effective clear width of 700mm and the threshold is level. Internally there is circulation space in excess of 1500 x 1500mm. The counter is 940mm high with a small low section at 800mm. 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. 3 pitches located near to the toilet block are often recommended. There is a choice of gravel or tarmac surface. The nearest of these recommended pitches is 100 metres and the furthest 130 metres away from the reception building. The recommended pitches are between 15 metres and 25 metres from the toilet block. Access roads to the reception and the toilet block are tarmac surfaced.

#### Public areas of the site

The main access roads are shared by vehicles and pedestrians. Tarmac access roads are well maintained. The main area of the site is level with gradients less than 1:20, though pitches 110 to 124 are in a lower area, with a gradient of 1:15 on the route to them.

#### Toilet blocks

There are 2 toilet blocks on the site. The top toilet block is very near to the pitches recommended for disabled people.

The **Top Toilet Block** contains male and female WCs with showers and privacy cubicles, a unisex accessible WC and shower, a family room, a laundry room and a vegetable preparation area. There

is space for parking (with permission) outside the block and there is a dropped kerb to the road.

The **male and female toilets** have doors with effective clear widths of 710mm, but they may be heavy to open for some people. Both entrances are flush with paving. Male and female toilets have shower cubicles, privacy cubicles and WCs. One shower cubicle, one privacy cubicle and one WC cubicle in both male and female areas is fitted with grab rails to assist ambulant disabled people. One urinal is lower at 520mm high and one is fitted with grab rails. The taps to the washbasins are lever type to assist people with limited manual dexterity.



There is a **combined accessible shower and WC** located in the top block, accessed using a RADAR key available from reception. The outward-opening door has a flush threshold and 875mm effective clear width. The toilet and shower seat have some grab rails provided to assist, the basin is not located within reach of the WC pan. The WC is 480mm off the ground. Taps and controls are lever type to assist people with limited manual dexterity. An alarm system with a pull cord is provided. The shower has level access and a fold down seat. There is also a freestanding shower chair available. There are two drop down grab rails and there is an emergency alarm pull cord at the shower. The adjustable shower head is on vertical rail and the shower has a lever control.

The **lower toilet block** contains male and female WCs, showers and privacy cubicles and a vegetable preparation area. There is space for parking outside the block (with permission).

The **male and female** facilities each have doors with effective clear widths of 710mm, but they may be heavy to open for some people. The access is level with the outside paving. 1 shower cubicle, privacy cubicle and WC cubicle in both male and female areas is fitted with grab rails to assist ambulant disabled people. 1 urinal is at a lower height of approximately 450mm. The taps to the washbasins are lever type to assist people with limited dexterity.

### Other facilities

The top toilet block has a laundry, dishwashing area and a family room.

The door to the laundry has an effective clear width of 870mm, with a level threshold. The sink is 855mm high and has non-lever taps. There are 2 washers and 2 dryers with coin slots at 1060mm above floor level, and a tumble dryer with the coin slot at 900mm.

The dishwashing area door width 810mm with sinks 860mm high non lever taps.

The family room door has an effective clear width of 870mm and is flush at the door. Internally there is a WC, bath with shower, basin, drop down baby change table and less than 1500mm x 1500mm circulation space.

The lower toilet block has a dishwashing area, which is flush at the door. There are 3 sinks set at 920mm in height with non-lever taps.

The information room is in a separate building near to reception. The paving to the door is ramped up at a gradient of approximately 1 in 9. The door to the information room has 720mm effective clear width with a 100mm threshold step. Internally, the room achieves a 1500mm x 1500mm circulation space and leaflets are displayed in the range of 500mm to 1200mm in height.

### Glamping Pods

Glamping Pods are provided at the East of the site at a lower level. This Glamping area is accessed via a two way tarmac road (vehicle and pedestrian access). The area can also be accessed via steps from the main site road to a grass area opposite the Pods. The gravel car park bays are marked out on posts in the ground. The approach from the car park to the Glamping Pods is a gravel path for pedestrians only. There is a slight incline on the path from the car park which then levels out in front of the Pods and provides access to the individual Pods. Lighting levels on the approach to the Pods are low.

The Pods themselves are accessed via steps with handrails to both sides. The nosings to these steps are not contrasting. Access into the Pod is via a set of double doors achieving a clear width of 830mm through a single leaf with a 60mm deep threshold. Circulation widths within the Pods are as narrow as 430mm. Toilet pans are set 410mm above floor level. The shower has a threshold of 90mm. Basins and showers are fitted with lever controls. The kitchen worktop is set at 910mm from floor level. Kitchen sinks are fitted with lever taps.