

## Access Information Statement

### Ayr Craigie Gardens

#### Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, tpeetalk 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 barrier to the site, controls are at 1200mm in height. The site has 2 spaces for new arrivals as well as 2 spaces for late arrivals near the reception block. There are no parking spaces for visitors. No spaces are designated for disabled people but all have evenly laid tarmac on level ground.

#### Reception

The route to the reception is step-free with a dropped kerb onto the pavement. There is a ramp with a gentle gradient of 1:25, 1200mm wide with a handrail to one side. The kerb edge and step at the other end are generally very well identified with white painted edge. There is a call bell for assistance located at a high level of 1600mm by the door. The door has an opening width of 960mm. There is adequate circulation space for wheelchair users at 1500mm x 1500mm. The counter height is 900mm and 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. 14 gravel-surfaced pitches can be made available for disabled people near the accessible WC block. These pitches are between 5m and 30m from the accessible WC, laundry and vegetable preparation facilities and between 50m and 100m from the information room and reception.

#### Circulation around the site

The site is level with a tarmac 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 located part way up the site on one side. There is no space for parking near these facilities, except in the new arrivals bay, but as the site is very small, there is little need for parking.

There are single steps at the entrances into both the **male and female facilities**. Internally they have tiled floors, which might be slippery when wet. There are privacy cubicles with washbasins in each of the single sex facilities. One has grabrails for ambulant disabled people.

In both male and female toilets one WC cubicle and one shower cubicle are fitted with grabrails to assist ambulant disabled people. The taps to the washbasins are lever type. Both facilities have poor visual contrast between fittings and their background.

There is an **accessible shower and toilet cubicle** located near the female facilities, which is opened using a standard key. There is a short ramp, 1200mm wide, to the accessible WC with a gradient of 1:15, and handrails to both sides. However, there is no visually contrasting surface to warn users of slope. The door is outward-opening with a flush threshold, and can be opened from the outside if someone falls against it in an emergency. The room is 2050mm wide x 2500mm deep, with a tiled floor that might be slippery. The WC and washbasin layout are generally to AD M standards, although there are some elements which are incorrectly positioned, such as: the washbasin cannot be reached from the WC pan, WC pan is too close to the near wall for an assistant to stand (to help with transfer), there is no backrest and there is no lever mixer tap at the washbasin. An alarm system is provided.

### **Other facilities**

The **information room** is opposite the reception. The approach route is via pavements without dropped kerbs. There is a level entry at the entrance door, which is 800mm wide with a vision panel. The leaflets are displayed at 400 to 1600mm height.

There is a **vegetable preparation area** to the side of the WC block with level access and approach but the room is too small for a wheelchair user to manoeuvre. The sinks are 850mm high with knee recess but do not have lever taps.

The **laundry facility** is located in a room in the WC block. It has one step up on entry and an 800mm wide entrance door, which is light to open. There is a front-loading washing machine and tumble dryer. The coin slots are at 1050mm height. The iron and its coin slot are mounted at 1350mm height. Sinks are at 850mm height with a kneehole space, but the taps are single twist type. Tiles may be slippery when wet.