Access Statement

Battle Normanhurst Court

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

At the entrance to the site there is a hard surfaced visitor car parking area providing space for 13 vehicles and a late arrivals area located on a sloping grassed section of the site providing space for 2 caravans with electric hook-up points. The access road slopes downward from the car park towards the new arrivals bay which has level route to reception. The main site areas are access controlled by a barrier, controls are set at a height of 1100mm.

Reception

The paving in front of the reception door is set to a slight gradient of 1:16 with no level landing. The call bell is mounted at a height of 1400mm. The reception door achieves a clear opening width of 870mm over a level threshold. Internally the reception areas achieve adequate wheelchair manoeuvring and turning space in front of the reception counter which is mounted at a height of 900mm and does not incorporate a low level position. The reception is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

The site has a total of 139 pitches, of which 89 have a hard-standing. There are no pitches permanently designated for disabled people. The site has no fully serviced pitches with dedicated drainage and water supplies. Mats are available for motorhomes. There are 6 hard standing pitches located on a level section of the site within 30m from the lower toilet block. There are 6 hard-standing pitches located on a level section of the site located between 15m and 75m from the upper toilet block. These pitches can be reserved on request.

Circulation around the Site

The site slopes downward from north to south. There are a number of pedestrian footpaths around the site many are gravel surfaced and set to a gradient exceeding 1:12. The main access roads around the site are shared by vehicles and pedestrians. The smaller access roads to cul-de-sacs or terraced areas of the site are gravel surfaced. Access roads from Reception to the Upper Toilet Block and those leading to the southern areas of the site adjacent to the Lower Toilet Block are set to a steep gradient exceeding 1:12 to some areas.

Toilet Blocks

The site has two toilet blocks. The lower southern Toilet Block has parking for 2 vehicles and is accessed by a ramp 4.5m in length with a gradient exceeding 1:12, with handrails to either side. Stone steps along the northern pedestrian route to the lower toilet block are not fitted with
contrasting nosings. The upper northern Toilet Block has a parking area for 3 vehicles, a dropped kerb provides access to perimeter pathways which provide a firm and level surface.

The Upper Toilet Block accessible WC and shower cubicle door achieves a clear opening width of 820mm over a level threshold. The door is operated by a RADAR key available from reception. The cubicle size is 2600 x 2400mm. The cubicle achieves adequate wheelchair manoeuvring space. A shelf next to the WC does obstruct wheelchair transfer space. The level access shower and WC are left hand transfer. The WC, basin and shower are fitted with well contrasting grab rails and ergonomic lever style controls. The cubicle is fitted with an alarm system. The lower toilet block does not have an accessible WC and shower cubicle.

The Lower Male and Female Toilet doors achieve a 720mm opening width over a raised chamfered raised threshold of 15mm. The Upper Male and Female toilet doors achieve a 710mm opening width over a raised chamfered threshold of 20mm. Ambulant disabled WC and shower cubicles are provided with contrasting grab rails. Shower cubicles are level access with a flush drainage gulley. WCs, basins and showers are fitted with ergonomic lever style controls.

Other Facilities

The Lower Toilet Block laundry door achieves a 720mm opening width over a raised chamfered threshold of 15mm. Internally circulation space narrows to 800mm at some points. Space in front of the washer, dryer and sink is limited to 1400mm. Counter mounted sinks are set at a height of 870mm and achieve 770mm clear knee space. The Upper Toilet Block laundry door achieves an 800mm opening width over a raised chamfered threshold of 20mm. Internally the room achieves adequate wheelchair manoeuvring and turning space in front of the washer/dryer positions. Space in front of the sink counter reduces to 1050mm. Counter mounted sinks are set at a height of 870mm and achieve 700mm knee space. In both laundry’s the sinks are fitted with lever style taps, washers and dryers are front loading and coin operated.

The Lower Toilet Block dishwashing area door achieves a 720mm opening width over a raised chamfered threshold of 30mm. Internally the room achieves adequate wheelchair manoeuvring space and maintains a 1700mm clear space in front of sink counters. Counter mounted sinks are set at a height of 860mm and achieve a clear 760mm knee space. Sinks are fitted with ergonomic lever style taps. The Upper Toilet Block dishwashing area door achieves a 730mm opening width and has a raised chamfered threshold of 30mm. Internally the cubicle is very narrow achieving750mm in front of the sink counter. The room does not achieve adequate wheelchair manoeuvring or turning space. Counter mounted sinks are set at a height of 850mm and achieve 700mm clear knee space. Sinks are fitted with lever style taps.

The Lower Toilet Block baby and toddler washroom door achieves an 820mm opening width over a raised chamfered threshold of 30mm. The cubicle is very narrow at 1280mm in width and does not achieve adequate manoeuvring space for a wheelchair user. Facilities include lowered toddler’s WC, basin, small bath with shower over and wall mounted baby changing unit at a height of 1000mm. The basin is fitted with ergonomic lever style taps, the bath is fitted with thumb turn taps. The Upper Toilet Block does not have a baby and toddler room.

Service points are provided at intervals around the site. Facilities include drinking water, waste water, chemical disposal points, general waste and recycling facilities. Service points are mounted on a concrete plinth finishing flush with adjacent access roads. A motorhome service point is provided a short distance from reception.

The children’s playground area is tiered, there is a significant change in levels between the upper and lower tier, dealt with by way of a set of steps with a single handrail. The upper gated entrance is accessed via an unmade pathway set to a steep gradient. Children’s play equipment is mounted on a safety flooring system.
A dog walk pathway is located adjacent to the children’s playground, gated on the approach. Whilst the initial pathway is gravel surfaced and level it has a narrow width which is as little as 400mm. This leads to an un-made pathway through a wooded area of the site.

The information room adjoins reception, the pathway is set to a cross gradient of approximately 1:16 with no level landing. The door achieves an 860mm clear opening width over a level threshold. Internally the room does not achieve adequate wheelchair manoeuvring and turning space. Clear space in front of shelving units narrows to 1100mm. Information is displayed in the range of 600-1500mm above floor level.