

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 <https://www.caravanclub.co.uk/club-sites/england/south-east-england/kent/bearsted-caravan-club-site/>

At a Glance

Level Access

- The site is relatively level throughout with some gentle slopes

Step only Access

- There is no step only access

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block

Accessible Pitches

- No designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.



We support the Hidden Disabilities Scheme

- Our organisation supports the Hidden Disabilities Scheme, lanyards and pins are available in reception



We are Dementia Friendly

- Our organisation has been Dementia Friendly since 2025



Relay UK

- Our contact centre in East Grinstead supports Relay UK from BT

Site Address

Bearsted Caravan Club Site
Ashford Road,
Hollingbourne,
Maidstone,
Kent,
ME17 1XH

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side when you enter the site
- The gate from the road is left open during the day but access into the site is controlled via a vehicle barrier controlled by card access.
- The ground is level in this area with hard surfaced paths linking facilities.

Parking

- Two new arrival bays are set within a few metres of the Reception building.
- There is space for 3 cars to park opposite Reception, and one further marked accessible bay directly outside of reception
- There is one Late Night Arrival bay where the visitor parking is

Entrance into Reception

- The route from the new arrival bays and visitor car park is smooth and step free
- The entrance door is 800mm wide over a level threshold
- The entrance door is not power assisted and opens inwards
- A call bell is available to summon assistance, this is 1100mm above ground level



Reception

- There is approximately 1950mm x 3850mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor and incorporates a dropped, lift up countertop at 750mm
- The desk is not fitted with a hearing loop

Getting around the Site

- The site is generally set relatively level throughout, with some gentle slopes
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 66 pitches on site, 40 of which are hardstanding
- Roll out mats are not provided
- There are no designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- There are two serviced pitches opposite the building containing the toilet block and reception which may be suitable for people with accessibility needs

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set to the north east of the site in the same building as the reception
- There is access via a paved walkway around the building
- The door is 950mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 1950mm x 2700mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat has an adjustable height between 350mm and 600mm above the floor level but can be difficult to pull down, if this is the case there is also a moveable shower chair available
- The clear space to the side of the toilet is 1000mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1350mm above floor level
- The basin taps and shower controls are fitted with levers

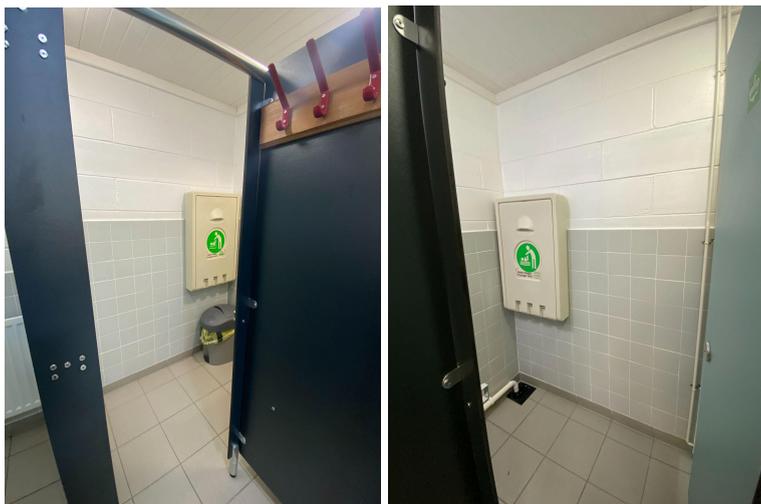


Standard Toilets and Washrooms

- There is one toilet and shower block to the north east corner, the block also houses the reception, dishwashing, laundry and information room
- There is a marked disabled parking bay close to the reception end of the toilet block
- Entrance doors are accessed by a paved area, which is accessed via a slight paved slope
- The entrance doors to the toilets have code locks at 1400mm high, the code will be given upon check in
- The female area has 5 WC cubicles, 4 Shower cubicles and 3 Washbasin Privacy cubicles
- The male area has 3 WC cubicles, 3 Urinals including 1 lower Urinal, 4 Shower cubicles and 3 Washbasin Privacy cubicles
- One of the Washbasin Privacy cubicles in both the female and male facilities, has a drop down baby change table at 950mm high
- One of each of the WC, Shower and Washbasin Privacy cubicles in each area is modified with grab rails to assist those with mobility issues
- Taps in each area incorporate lever controls



Building housing Toilet Facilities, as well as reception



Drop-down baby change tables in Male and

Female areas

Baby and Toddler Room - Toilet Block

- The access to the Baby and Toddler Room is via the paved area around the building
- The external door is 750mm wide over a level threshold and opens inwards, leading to an 800mm x 4100mm corridor
- The internal door is 700mm wide and opens inwards
- There is a code lock at 1450mm high on the external door, please ask for the code at reception
- The room's dimensions are 2900mm x 3250mm
- There is a lowered WC at 420mm
- There is a half sized bathtub, with a shower above with thumb turn taps
- There is a drop down baby changing unit at 800mm high
- The basin has lever taps to it



Other Facilities

Dishwashing – Toilet block

- Access via the paved area around the building
- There is a sliding door, which opens to 650mm over a level threshold
- There is 1250mm x 1400mm clear space within the room
- There are 3 sinks at 900mm high with 870mm knee space below
- Lever taps and twist turn taps available



Laundry and Information Room – Toilet Block

- There is access via the paved area around the building
- The door is 800mm wide over a 50mm step and opens outwards
- There is a code lock on the door at 1400mm high
- There is 3650mm x 2450mm clear space
- There are 2 front loading washing machines and 2 front loading tumble dryers
- There are 2 sinks at 850mm high with a 500mm wide gap between the sink and the bottom shelf below
- Lever taps fitted
- Information is displayed between 500mm and 1700mm high



Laundry and Information Room

Play Area

- There is a children's play area to the South East corner of the site
- The play area is accessed via smooth concrete path
- The gate to the play area is 1200mm wide
- The play equipment is mounted on safety flooring



Dog Walk

- There is a dog walk available at the South East corner, behind the play area, which runs along the side of the campsite
- The gate opens to 900mm wide
- The ground here is uneven



Dog Walk

Service Points

- There are multiple water taps available around the site, the taps are a maximum of 900mm high
- There is one main service point in the centre of the site, which is under a covered shelter
- The service point is accessed via a wide smooth paved path
- Chemical Emptying Point can be found here too with a tap at 1300mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the service point
- The taps are 1150mm above the 100mm kerb



Recycling & Waste Area

- This site has a single waste and recycling area, please consult the Site Map for its specific location. If you have any concerns or questions please discuss with the site team during your stay.



Information

Written Information

- A range of leaflets for local attractions are available in the Information Room.

- Please ask at reception if you have difficulty reading third party leaflets and staff will be happy to read these to you upon request

Customer Care & Support

Booking Procedures

- If you have any specific requirements for your stay please contact the site directly and they will be happy to discuss your requirements and reserve you the most suitable pitch wherever possible.

Evacuation

- There is an assembly point in the car park at the entrance, in the event of an emergency
- Please ask at reception for more details

Customer Care and Staff Training

- All on site staff have received disability awareness and etiquette training.

Public Transport

- There is a bus stop at the main gate of the site
- There is also a train station in Bearsted, 1.5 miles from the site. Trains run to London Victoria.

Taxi

- Please contact the site who keep a list of local taxi companies including those offering a wheelchair accessible service where available.