

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/black-horse-farm-caravan-club-site/>

At a Glance



Level Access

- The site is set relatively level throughout with no steep areas



Step only Access

- The male and female facilities have step only access
- The dishwashing and laundry facilities in Toilet Block 1 have step only access
- The dishwashing and laundry facilities in Toilet Block 2 have large thresholds to step over to access



Accessible Toilets and Showers

- There are accessible toilet and shower facilities in both toilet blocks



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

Site Address

Black Horse Farm Caravan Club Site
385 Canterbury Road,
Densole,
Kent,
CT18 7BG

Arrival and Reception

Approach Route

- The reception building is to the left when you enter site
- The gate from the road is left open at all times 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

- A new arrival bay is set within a few metres of the Reception building.
- 4 standard parking bays for visitors are also available close to Reception, the nearest being 32 metres from Reception however there are no disabled parking bays here
- There is no Late Night Arrival area on site

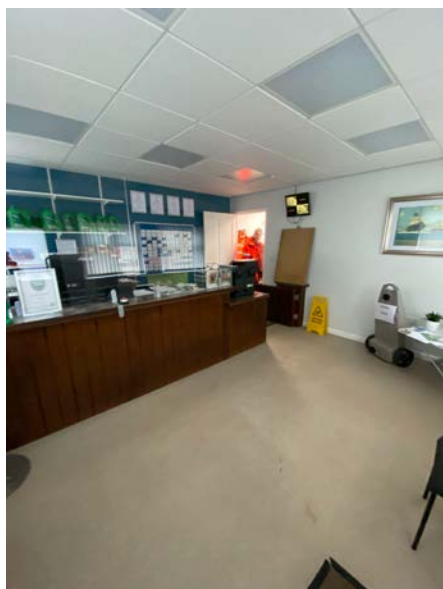
Entrance into Reception

- The entrance into reception is via a dropped kerb. The pavement surrounding the building has a single handrail.
- The Entrance door is 850mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards
- A call point is available to summon assistance, this is 1300mm above ground



Reception

- There is approximately 4350 x 2600mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor and incorporates a dropped, lift up counter top at 750mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is set relatively level throughout, with no steep hills

- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps, some of the speed bumps do have pathways around the outside to allow for wheelchair access



Touring Pitches

- There are 127 pitches on site, 95 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 2 hardstanding pitches that are 25m from the toilet block, and 65m from Reception that are recommended for those with accessibility needs

Camping Pitches

- There is a camping field in the north west corner of the site, close to Toilet Block 2
- There are 8 camping pitches on the field which are non electric pitches
- There is a parking area at one end of the field

Toilets and Changing Facilities

Accessible Toilets and Bathing facilities – Toilet Block 1 (East, near Reception)

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block 1 which is set to the east of the site, close to reception.
- There is a steady ramp to the door, which is 2.7metres long and 1100mm wide
- The cubicle door is 850mm 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 2580 x 1820mm
- The WC pan is right hand transfer.
- There is no drop down shower seat however there is a movable shower chair available
- The toilet seat is 430mm above the floor level
- The clear space to the side of the toilet is 900mm wide
- The cubicle is not fitted with an emergency pull cord alarm
- The Toilet is fitted with grab rails to assist transfer, however there are no grab rails in the shower area
- Shower controls are 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1050mm above floor level
- The basin taps and shower controls are fitted with levers



Accessible Toilets and Bathing Facilities – Toilet Block 2 (West, at the Back of the Site)

- A combined Accessible Toilet and Shower cubicle is located a short distance from Toilet Block 2 in a separate cubicle. This block is situated to the west of the site.
- The cubicle door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be loaned from Reception
- The cubicle's overall dimensions are 2000 x 2500mm
- The WC pan is left hand transfer
- The shower seat is right hand transfer
- The toilet seat is 480mm above floor level, and the shower seat is 500mm above floor level
- The clear space to the side of the toilet is 750mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower position and WC Pan are fitted with grab rails to assist transfer
- Shower controls are set within 1000mm of floor level
- The shower head is fitted on a sliding rail, which is a minimum of 1280mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There are two toilet and shower blocks, one sited to the east of the site, close to reception and one to the west, at the back of the site
- Parking is available close to both of the Toilet Blocks
- Entrance doors in Toilet Block 1 are 730mm wide with a set of four steps to access both the male and female areas
- Entrance doors in Toilet Block 2 are 750mm wide with a single 170mm high step into them, however the doors can be heavy to open
- The female area in Toilet Block 1 has 3 WC cubicles, 2 Shower cubicles and 3 Privacy Washbasin cubicles
- The male area in Toilet Block 1 has 2 WC cubicles, 3 Urinals including 1 lower urinal, 2 Shower cubicles and 3 Privacy Washbasin cubicles
- The female area in Toilet Block 2 has 5 WC cubicles, 4 Shower cubicles and 4 Privacy Washbasin cubicles
- The male area in Toilet Block 2 has 4 WC cubicles, 3 Urinals including 1 lower urinal, 4 Shower cubicles and 4 Privacy Washbasin cubicles
- There are no modified cubicles with grab rails in Toilet Block 1
- There is a modified shower cubicle, privacy washbasin cubicle and WC cubicle in Toilet Block 2
- Taps in each block incorporate lever controls



Toilet Block 1



Toilet Block 2

Baby and Toddler Room – Toilet Block 1

- The door is 800mm wide with a 150mm high step and opens inwards
- A standard key is required to open the door, this can be borrowed from reception
- There is 1400 x 1400mm circulation space clear of sanitaryware and furniture
- There is a half sized bathtub with a shower over the top with levers to operate
- There is a lower toilet at 330mm above the ground
- There is a basin with lever taps
- There is a pull down baby change table that is 900mm high



Other Facilities

Dishwashing – Toilet Block 1

- The door is 700mm wide and is heavy to open
- There is 1500 x 1500mm circulation space inside of the room
- The sinks are 910mm high
- There are lever taps to the sinks



Dishwashing – Toilet Block 2

- There is a 50mm threshold into the room
- The door is 700mm wide and opens inwards
- There is 1800 x 2100mm circulation space inside of the room
- Two sinks are 900mm high with 800mm knee space below and one at 750mm high with 650mm high
- There are lever taps to the sinks



Laundry – Toilet Block 1

- There is a 150mm high step into the door
- The door is 780mm wide and is heavy to open and opens inwards
- The room is 3750mm deep but narrows to 950mm wide between the machines and the bench
- There are two washing machines, one front loading and one top loading
- There is one tumble dryer, it's token slot is 1060mm high
- There is one sink at 900mm with 700mm knee space
- There are lever taps to the sink



Laundry – Toilet Block 2

- There is a 50mm threshold to the door

- The door is 700mm wide and is heavy to open and opens inwards
- The room's dimensions are 2400mm x 2250mm but narrows to 1400mm wide between the machines
- There is one front loading washing machine and one top loading washing machine
- There is one front loading tumble dryer, it's token slot is 1060mm high
- There is one sink at 900mm with 800mm knee space
- There are lever taps to the sink



Laundry Room - Toilet Block 2

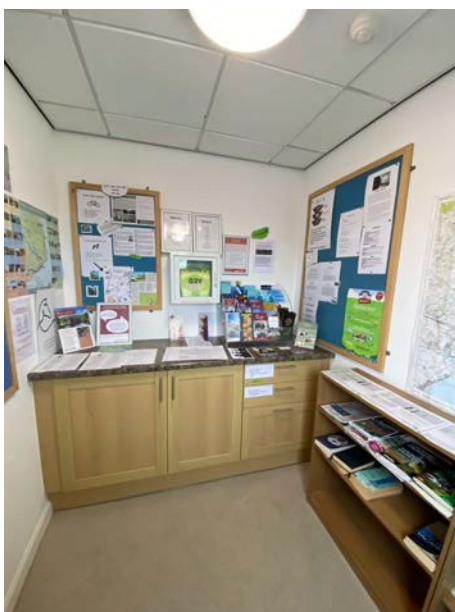
Drying Room - Toilet Block 2

- The door opens to 750mm wide over a 170mm high step and opens inwards
- There is 1700mm x 1350mm circulation room
- There is a 400mm high bench around the perimeter of the room



Information Room – Behind Reception

- The paving outside is slightly ramped leading up to the door
- The door is 850mm wide over a level threshold and opens inwards
- There is 1850mm x 1550mm circulation space
- The information is displayed on a 950mm high desk



Service Points

- There are service points at various intervals around the site, please check the map for details.

- There is level access to the service points from the adjacent roadways
- The taps on the service points are mounted at a maximum of 700mm high
- The paths around the service points can be as narrow as 650mm
- Chemical Emptying Points can be found at some of the service points
- Chemical Emptying Point taps are at a maximum of 1300mm high



Motorhome Service Points

- There is one Motorhome Service Point at Toilet Block 1
- The taps are 1000mm high



Play Area

- There is a play area in the south west corner of the site
- There is a 1100mm wide path, leading to three 220mm high steps
- There is a 1100mm wide gate
- The play equipment is mounted on safety flooring



Dog Walk

- There is a dog walk at the south of the site
- There is a 900mm wide path leading to the dog walk
- There is a 900mm wide gate to the dog walk
- The ground is natural underfoot and may be slightly uneven in places



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 are two assembly points on the site in the event of an emergency, one is next to reception and the other is in the car park of the tent field

Customer Care and Staff Training

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

Public Transport

- There is a bus stop a two minute walk from the site, with buses going to Folkstone, Dover, Canterbury and Hyde.
- Ashford International Train Station is a 20 minute drive from the site, for trips to Paris and Brussels via the Eurostar

Taxi

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