Access Information Statement

Black Knowl

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 an entry barrier to access the site. Visitor parking is provided on a firm tarmac surface and there is one marked bay designated for disabled drivers. Visitor parking is located within 10 metres of the reception building on a level route.

Reception

These facilities are located near the site entrance. There is a level route to the reception building and a dropped kerb up to the entrance. There is a call bell for assistance. The entrance door has a clear opening width of 800mm with a low weather bar at the threshold. The door is easy to open and there is a good lever handle. Internally there is a space of 4600mm x 3000mm, which is likely to be adequate for most wheelchair users. There is a section of the counter at a reduced height of 760mm with knee space below the counter. The reception is not currently fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are a total of 130 pitches on the site. There are no pitches permanently designated for disabled people, though approximately 11 pitches, located near the toilet block are often recommended for disabled people. The recommended pitches are approximately 95 metres up to 175 metres away from the reception building and within approximately 43 metres from the toilet block.

Public areas of the site

Main pedestrian routes through the site share the vehicle roadways, which have a firm, well maintained tarmac surface. The site is generally level throughout though shallow gradients of 1:30 exist up to the toilet block.
Toilet block

There is one toilet block serving the site which includes men's and women's toilets, men's and women's showers, wheelchair accessible toilet / shower room, three family toilet / shower rooms, vegetable preparation area and a laundry. The approach route to the toilet block is no steeper than 1:30 gradient. The male and female toilets have level access at the threshold to gain access to them. Doors have clear opening widths of 1010mm and may be heavy to open for some people. In the male and female toilets one of the WC cubicles in each are fitted with grabrails to assist ambulant disabled people. All of the taps to the basins have levers to assist people with limited manual dexterity.

There are 3 family bathrooms which have toilet, shower, toddler bath and a basin included. There is a level access into each of these. The doors have a 1010mm clear opening. The showers have level access, though none of these showers have vertical grab rails fitted to assist ambulant disabled people.

There is a combined accessible shower and toilet located near the family bathrooms and is accessed using a RADAR key. There is a level access to gain access to the room and the outward opening door has a flush threshold and wide 1010mm clear opening width. The room is almost square: 2700mm x 2500mm. The shower and toilet are both right or left hand transfer. Both have grabrails provided to assist. An alarm system is provided near the toilet. The washbasin has taps and controls are lever type to assist people with limited manual dexterity.

Other facilities

A laundry room is provided inside the toilet block. There is level access and the door has a 1010mm clear opening. The space within the laundry room is generous at 3300mm x 3200mm. There are no alternative accessible laundry facilities on the site.

The Dish Washing areas are located at the toilet block and accessed from a level access door with a 1010mm clear opening. There are four sinks, set at 850mm high but with knee space below. The taps are lever type to assist people with limited manual dexterity.

The Information room is opposite the reception building. The route to the door is up a steeply sloping dropped kerb. The double doors to the information room have a 1244mm clear opening width with a 50mm step. Internally, the space is adequate with a clear useable area of 4200mm by 4200mm. There no public telephones on the site.
Additional Information

A Fire Risk Assessment has been undertaken in line with the current regulations. Fire assembly points are clearly signed and positioned away from buildings, and a Fire Action plan is displayed at each Fire assembly point and in Reception. The policy and procedures for Fire Safety and Fire Fighting equipment are regularly monitored by wardens and Regional Managers. Customer care is a fundamental part of training for all our Wardens and Assistant Wardens. The reception for mobile phones can vary, but Site Information Leaflets provide guidance. Wi-Fi is available on site for basic browsing only.