

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 <https://www.caravanclub.co.uk/club-sites/england/southern-england/hampshire/black-knowl-caravan-club-site/>

At a Glance

Level Access

- There is level access to all facilities on site in at least one area

Step only Access

- There are steps to the toilet block from the upper area of the site but there is a ramp close by

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

Site Address

Black Knowl Caravan Club Site

Aldridge Hill,

Brockenhurst,

Hampshire,

SO42 7QD

Arrival and Reception

Approach Route

- Access onto the site is via a long tarmac road, this is narrow but there are places to pass oncoming vehicles
- The reception building is on the left hand side when you enter the 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.
- There is space for 8 cars to park opposite the reception. There is one marked disabled bay within 10 meters of the reception building.
- There are no late night arrival bays

Entrance into Reception

- There is a dropped kerb to access the path around reception
- The entrance door is 800mm with a low weather bar at the threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1600mm above ground level



Reception

- There is approximately 4600mm x 3000mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor and incorporates a dropped section at 750mm
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout, but there are some areas that do slope and there are shallow gradients to the toilet block
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 130 pitches on site, 97 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 11 recommended pitches within 45 meters of the toilet block and between 95 meters and 175 meters from reception

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 in the middle of the site
- There is a slight gradient up to the toilet block, and accessed by a dropped kerb or via a ramp from the back
- The door is 800mm wide, over a flush 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 2500mm x 2600mm
- The WC pan has left hand transfer
- The shower seat has left hand transfer
- The toilet seat is 480mm, and the shower seat is 500mm above the floor level
- The clear space to the side of the toilet is 1800mm 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 1100mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm 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 middle of the site, which can be accessed via a dropped kerb from the front of the building or via steps or a ramp to the back of the building
- Parking is available next to Toilet Block
- Entrance doors to the male and female areas are 1010mm wide over a level threshold, but can be heavy to open.
- The female area has 9 WC cubicles, 6 privacy washbasin cubicles and 7 shower cubicles
- The male area has 6 urinals including one lower urinal, 6 WC cubicles, 6 privacy washbasin cubicles and 7 shower cubicles
- In the male and female areas there is a modified WC cubicle, shower cubicle and privacy washbasin cubicle, with grab rails to assist with mobility
- Taps in each area incorporate lever controls



Dropped kerb, stairs and ramp to access the toilet block

Family Rooms - Toilet Block

- There are 3 family bathrooms in the toilet block, 2 of the rooms are the exact same layout and the other is slightly larger
- The doors are 800mm wide over a level threshold
- Two of the rooms' dimensions are 2800mm x 2800mm, the other room is 3200mm x 2500mm
- The WCs are 400mm high
- There are half sized bathtubs

- There are showers which are level, with shower controls at 1100mm and the shower head between 1300mm high and 1800mm high
- There are drop down changing units at 1000mm high
- The basins have lever taps to them



The first two family rooms have the same layout



The third family room is slightly larger, but has the same equipment

Other Facilities

Dishwashing Area – Toilet Block

- There is level approach from the paved area around the toilet block
- The door is 1010mm wide over a level access
- There is 4600mm x 1600mm clear space
- There are 4 sinks, set at 850mm with kneespace below
- Lever taps available



Laundry – Toilet Block

- There is level approach from the paved area around the toilet block
- The door is 1010mm wide over a level threshold
- The room has 3300mm x 1600mm maneuvering space
- There are 2 front loading washing machines and 1 front loading tumble dryer
- There are 3 sinks at 850mm
- Lever taps fitted



Information Room – Opposite Reception

- The information room is opposite the reception building
- The route to the door is gently sloping.
- There are double doors that open to 1115mm over a level threshold.
- The room's dimensions are 4200mm x 4200mm
- Information is displayed on shelves at 500mm and 900mm high.



Service Points

- There are three Service Points around the site, please check the site map for details
- The service points are on solid settings, the service point closest to the entrance can be accessed via a dropped kerb, the others are level with the ground
- The paths around the Service Points can be as narrow as 750mm wide
- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Waste Points can be found here too



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located at the service point closest to reception
- The taps here are 900mm high, with cross head taps



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 Large print version of the site leaflet is available from Reception
- 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 opposite reception in the event of an emergency, this is clearly sign posted
- 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 service from the railway station in Brockenhurst, which is 2 miles from site

Taxi

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