

Access Information Statement

Burrs Country Park

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

The site is well signed and accessed along the road that also serves the Country Park. For much of its length this road has rough stone setts and most of the area outside the site has a similar stone surface; smooth routes for wheelchair users are available but offer extended routes.

At the entrance to the site there is an electronic barrier that has been installed for security reasons; this barrier has a swipe-card or intercom operation but it is on the near-side (passenger side of a right-hand drive vehicle) and solo visitors therefore have to get out of their vehicles to operate this barrier or contact reception. There are further electronic barriers after reception; these are on the off-side (drivers side of a right-hand drive vehicle) and are readily operated with a swipe card; both the exit barriers are automatic and open on the approach of a vehicle.

Reception

All new arrivals pull onto the level tarmac entrance drive close to reception. Other visitor parking is across the level smooth tarmac forecourt and there is one marked accessible parking space. Access to reception is level, wide and open, however the sign on the door is rather discrete. There is good space near the reception desk and this has two levels at 940mm and 750mm finished floor level thus being suitable for visitors using wheelchairs. There is no hearing induction loop system at the counter to assist hearing aid users.

Pitches

There are no designated accessible pitches although certain pitches can be reserved for people with disabilities dependent upon the requirements of the individual. All pitches are level and the majority are hard-standing of crushed stone chippings; there are also a number of grass pitches. Suitable hard-standing accessible pitches can be close to reception, the toilet block which also houses other facilities, or one of the three stand-alone service points.

There are no grass pitches close to reception or the toilet block however several are close to the service point at the rear of the site.

Public areas of the site

The site is generally quite level with only very gentle gradients. Main pedestrian routes through the site share the vehicle roadways, which have a firm, well maintained tarmac surface. This site and the facilities offer excellent accessibility except for the difficult site entry.

Toilet block

There is one toilet block which also houses other facilities; there is space for parking outside on the drive if required and then access is via level concrete slab paving. Male and female facilities have separate entrance doors with level thresholds and good clear opening width; however the doors are very heavy to open. In each of the facilities there is one WC cubicle with grabrails and sliding locks, one privacy cubicle with grabrails and lever taps, and one shower cubicle with grabrails and seat but with a step down into the shower tray. In the male facilities none of the urinals have a lower bowl, there are no grabrails and no privacy screens.

There is a wheelchair accessible combined WC and shower in a separate room to the front of the toilet block, accessed with a RADAR key. It has wide, level access. The room is generally well equipped and to a good level of design and specification, with a right-hand transfer WC, but there is only one alarm cord adjacent to the WC and not reachable from the shower. The alarm reset is remote from both the WC and the shower. Grabrails visually contrast well with their surroundings.

Other facilities

The information room is located in the same building as the reception and has good access, but the sign on the door is rather discrete. There is adequate space internally for a wheelchair user to manoeuvre. The laundry room has a level threshold however the door is heavy to open. There is adequate space for a wheelchair user to manoeuvre; the sinks are at two levels, thus being accessible by someone in a wheelchair, and both sinks have lever taps. There is a top-loading washing machine and a front-loading dryer.

The dishwashing area is equipped in a similar manner to the laundry with sinks at two levels and lever taps. There is a baby and toddler room, which has a level threshold, but the door is heavy and is kept locked. There are no special accessible fixtures and fittings.

The telephone kiosk is located in the same building as the reception with good access, although the sign on the door is again too discrete and the door is heavy to open. Space internally for a wheelchair user is limited. The telephone is mounted at 1000-1250mm from finished floor level. The facilities at the purpose designed service points include rubbish bins, drinking water top-up, waste water disposal and chemical toilet emptying point; these are also available at the toilet block. The gullies to the water pipes and for waste water are level with the ground and present no barrier.

Chemical toilet emptying points are all raised a good 600mm from floor level therefore requiring the chemical toilet to be lifted to this height to be emptied.