

Access Information Statement

Camelford

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, tpeetalk 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 no entry barrier. There is parking for two new arrivals near the reception, but no specific visitors' parking area.

Reception

The reception is reached up a flight of 4 uneven steps with a single handrail, and there is a further step up to a covered landing. There is also access via the sloping road around the reception block and then across an area of grass at the side of the reception block. To enter the reception there is another step and an inward-opening narrow door with a 700mm clear width and a 50mm threshold. There is a call bell for assistance mounted on the duty warden's compound fence at 1100mm height which is approached along a 600mm wide path. Within the reception the counter height is 930mm with a 40mm overhang, and it is not currently fitted with an induction loop system to assist hearing aid users. In the reception space to manoeuvre is restricted by furnishings.

Pitches

There are no pitches permanently designated for disabled people. 2 grass-surfaced pitches and 1 gravel-surfaced pitch near the toilet block are offered to disabled people at the time of booking. There are no roll-out mats available. These pitches are between 35m and 70m from the reception, laundry, information room and telephone. They are between 20m and 85m from the toilet block, accessible WC and dishwashing area.

Circulation around the Site

The site slopes gently at a 1:20 gradient. There are no speed bumps at the site. Both pedestrians and vehicles use the access roads and there is no definition between pedestrian and vehicle routes.

Toilet Blocks

The toilet block has male and female facilities, and there is space to park near these facilities, but there is a stepped route from the parking area to the toilet block. There is a 190mm step into the male and female facilities. They have inward-opening doors and rubber mats outside each door. Internally they have tiled floors.

In both **male and female facilities** 1 WC, 1 shower cubicle, 1 privacy cubicle or washbasin, and in the male facilities 1 urinal, are fitted with grabrails to assist ambulant disabled people. The taps to the washbasins are lever type to assist people with limited manual dexterity. All the facilities have poor

visual contrast between sanitary fittings and their background.

The **combined accessible shower and WC** is a Portaloo cubicle near the toilet block. It has a ramped path at 1:20 gradient with no handrails. The outward opening door is unlocked with a key. The entrance door is heavy to open and has a slightly raised threshold. The room has dimensions of 2600 x 2800mm. The WC offers left-hand transfer and the shower seat offers right-hand transfer. The layout of the WC, washbasin and grab rails departs from AD M standards in the following ways:

The WC is located too far from the wall, there is no second vertical rail at the washbasin, the shower is without a drop-down rail and the mirror is mounted at high level. Taps and controls are lever type to assist people with limited manual dexterity, but without a thermostatic mixer at the washbasin. An alarm system is provided in the facility. The shower has a small enclosure (760 x 1100mm) with a slightly raised plastic shower tray with ramp. There is poor visual contrast between the sanitary fittings and their background.

Other Facilities

The **information room** and **laundry** are combined in a room reached via the same route as the reception up the flight of steps. The room has a small step 65mm high at the narrow door which achieves a 710mm clear width through one opening leaf. Internally there is adequate circulation space in front of leaflets, sinks and washing machines. The leaflets are displayed at 600 to 1100mm height. There are two laundry sinks at a height of 900mm with screw-top taps. There are front-loading washing machines and tumble dryers. The machine coin slots are at 1050mm height. The iron and its coin slot are mounted at 1380mm height.

The **dishwashing area** is a covered area at the end of the toilet block and has a 190mm step up from the path. There are three sinks, which are at 840mm height and have screw-top taps.

The **public telephone box** is next to the reception entrance and is reached via the same route as the reception, up the flight of steps. It has a small 60mm step at the door, which is narrow (710mm wide). The interior is 850 x 950mm. The phone coin slot, key pad and hand-set are at 1350mm height. The telephone has no inductive coupler to assist hearing aid users.