

Accessibility Guide for Chapel Lane Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 <https://www.caravanclub.co.uk/club-sites/england/west-midlands/west-midlands/chapel-lane-caravan-club-site/>

At a Glance



Level Access

- The site is relatively level throughout, with level access to facilities in at least one area



Step only Access

- Toilet Block A has step only access to all facilities



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

Chapel Lane Caravan Club Site
Chapel Lane,
Wythall,
Birmingham,
West Midlands,
B47 6JX

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side of the entrance road
- 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 a left turn at the entry which leads to a parking area and the Late Night Arrival area
- There is space here for 4 cars to park
- The route from the car park to reception is level and smooth
- There is space for 3 Late Night Arrivals, with electric connection

Entrance into Reception

- There is a dropped kerb that leads to a 1700mm long ramp with a single handrail
- The entrance door is 750mm wide with a level threshold
- The entrance door is not power assisted, and opens inwards



Reception Building

Reception

- There is approximately 1900mm x 3700mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor without a dropped counter
- The desk is not fitted with a hearing loop
- There are some items available for sale between 600mm and 1600mm high



Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share vehicle routes which are well maintained tarmac, but do incorporate speed bumps
- There are some pedestrian footpaths

Pitches

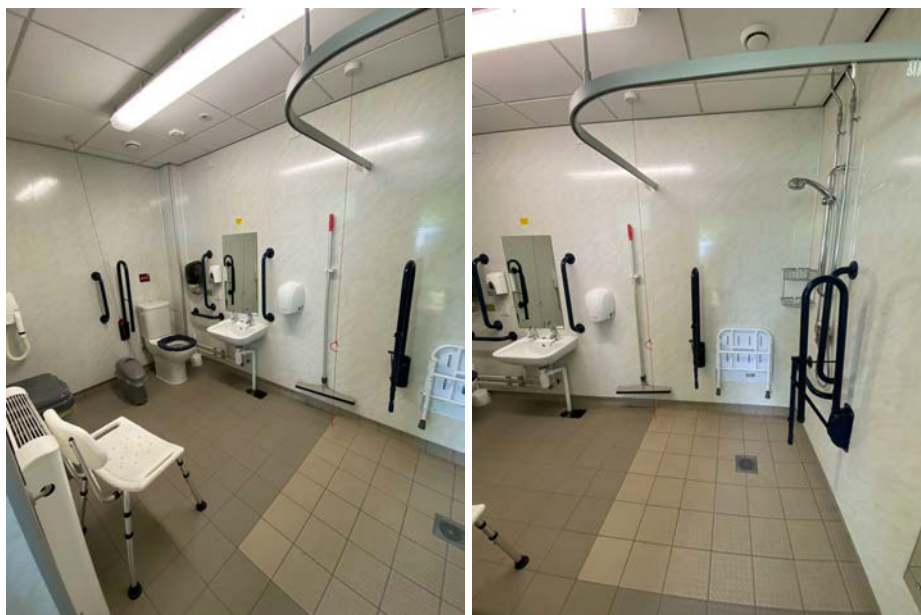
- There are 117 pitches on site, 105 of which are hardstanding
- Mats are available for motorhomes
- There are no designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- There are 12 hardstanding pitches on a level section within 30 metres from Toilet Block A
- There are 8 hardstanding pitches on a level section within 35 metres from Toilet Block B

Toilets and Changing Facilities

Accessible Toilets and Bathing facilities – Toilet Block B

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block B which is set in the middle of the site
- The Accessible WC is accessed via dropped kerbs to the paved area around the toilet block.
- There is a recessed drainage channel in front of the threshold
- The door is 880mm wide, over a 20mm raised 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 1950mm x 3450mm
- The WC pan is left hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 520mm above the floor level
- The clear space to the side of the toilet is 1000mm 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 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1250mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There are two toilet and shower blocks on site, one to the west of the site (Toilet Block A) and one to the middle of the site (Toilet Block B)
- There is no accessible toilet and shower room in Toilet Block A
- Parking for 2 cars is available next to Toilet Block A
- There is a recessed drainage gulley obstructing the pathway around Toilet Block A
- All facilities in Toilet Block A have a 170mm step up
- Toilet Block A is accessed by a 2 metre ramp or has level access from the parking area adjacent
- The female area in Toilet Block A has 8 WC cubicles, 4 Shower cubicles and 6 Privacy Washbasin cubicles.
- The male area in Toilet Block A has 5 WC cubicles, a wall length “trough” style urinal, 4 Shower cubicles and 7 Privacy Washbasin cubicles

- The female area in Toilet Block B has 4 WC cubicles, 4 Shower cubicles and 4 Privacy Washbasin cubicles.
- The male area in Toilet Block B has 3 WC cubicles, 3 Urinals, 3 Shower cubicles and 4 Privacy Washbasin cubicles
- Both male and female areas have a modified WC cubicle, privacy washbasin cubicle and shower cubicle with grab rails to assist mobility
- Taps in each block incorporate lever controls



Toilet Block A



Toilet Block B

Other Facilities

Dishwashing – Toilet Block A

- There is access to the dishwashing room via the paved area around the toilet block
- There are double doors to the dishwashing room, which open to 700mm either side with a 200mm step up and open outwards
- There is 970mm x 2900mm clear space internally
- There are 3 sinks at 920mm high with no kneespace beneath
- There are only twist turn taps available



Dishwashing – Toilet Block B

- There is access to the dishwashing room via the paved area around the toilet block
- There are double doors to the dishwashing room, which open to 720mm either side with a 20mm threshold and open outwards
- There is 2250mm x 1050mm clear space internally
- There are 2 sinks at 850mm high with 760mm kneespace
- Lever taps available



Laundry – Toilet Block A

- There is access to the laundry room via the paved area around the toilet block
- The door opens to 750mm wide, with a 170mm step up and opens outwards
- There is 2500mm x 1350mm clear space, but it does narrow to 900mm wide by the sinks
- There is one front loading washing machine, and one front loading tumble dryer
- There are 2 sinks at 970mm high, with no kneespace below
- There are twist taps fitted



Laundry – Toilet Block B

- There is access to the Laundry room via the paved area around the toilet block

- The door opens to 800mm wide, over a level threshold and opens outwards
- There is 1900mm x 2450mm clear space
- There is one front loading washing machine and one front loading tumble dryer
- There are two sinks, at 860mm high with 760mm kneespace
- Lever taps fitted



Play Area

- There is a children's play area to the North East of the site
- There is a gravel path leading to the play area
- The gate opens to 900mm wide
- The play equipment is mounted on grass



Dog Walk

- There is a dog walk to the north of the site
- There is a 1200mm wide gate
- There is a 1500mm high handle on the gate
- The ground is natural wood chipping



Information Room – Adjacent to Reception

- There is a dropped kerb to the sloped path leading to the information room
- There are double doors to access, which open to 550mm wide on either side, with a 30mm threshold and open outwards
- The room's dimensions are 1600mm x 1750mm

- Information is displayed between 40mm and 1500mm high



Storage Shed

- There is caravan storage available on site, please ask the site staff for more information
- There is a small wooden hut adjacent to the reception, with the log book for the storage
- The door opens to 750mm wide, with a 60mm step in
- There is 800mm x 450mm internally
- The shelf is 1050mm high



Service Points

- There are Service Points at regular intervals around the site, please check the site map for details
- The service points are mounted on concrete, with level access from the adjacent roadways
- The paths around the Service Points can be as narrow as 800mm wide
- The water taps are at a maximum of 820mm high, with cross head taps
- Chemical Waste Points can be found here too, with taps at 900mm high



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to toilet block B
- The taps are 1150mm high



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 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 at the Late Night Arrival area in the event of an emergency
- 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

- Bus stop opposite the site, for buses to Solihull and a 15 minute walk to Birmingham
- Trains from Whitlocks End run every 20 minutes to Birmingham City Centre

Taxi

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