

Access Information Statement

Cheddar

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, ttypetalk 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 approached along a long very narrow lane with no passing places. To avoid caravans approaching in the opposite direction, members are requested to vacate the site on the day of departure before 12 o'clock and new arrivals restricted until after 1pm. At the point of entry into the site there is a new arrivals bay with space for 1 vehicle. Visitors' parking is provided in a gravelled area to the left-hand side of Reception. This area is also used as the Late Arrivals bay, therefore Visitors' parking is restricted until 6pm. There are no designated bays for disabled drivers. The Late Arrivals bay provides space for 2-3 vehicles with an electric hook-up point. The new Arrivals area entry to the site is controlled by a barrier system operated by a proximity card reader. The card reader is set to a height of 1200mm above floor level.

Reception

The Reception building is accessed by a ramp set at a gradient on 1:12 with handrails to either side. An alternative stepped approach is provided with contrasting nosings and handrails to either side. There is a call bell for assistance mounted at a height of 1450mm. The door achieves a clear width exceeding 900mm and a level threshold. Internally the Reception achieves adequate circulation space. The Reception counter is set at a height of 900mm with a low-level position set at a height of 600mm. The Reception desk is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

Cheddar is a level site offering a total of 64 pitches with a mixture of grassed and gravel surfaced hard standing pitches. There are no permanent designated accessible pitches. 2 gravel-surfaced level pitches closest to the central toilet block are recommended for disabled people. (Pitches 17 and 18) A further 10 gravel surfaced pitches and 4 grassed pitches are located within 50 metres of the toilet block on a level section of the site. There are no roll-out mats available.

Circulation around the Site

Main pedestrian routes through the site share the vehicle roadways, which provide a firm and level tarmac surface. There are no speed bumps through the site.

Toilet Block

The toilet block is located opposite the main Reception near the main entrance into the site. Facilities include male/female toilets, combined accessible WC and shower, laundry, baby and toddler room, and dishwashing area. From the adjacent level pitches there is a short section of pathway 2.5m in

length set to a gradient of 1:9 with no handrail. A 1200mm wide pathway provides access around the perimeter of the central toilet block. A further pathway is provided to the rear of the toilet block linking it with the main Reception building. This pathway incorporates a set of steps with contrasting nosings but no handrails to the side.

The combined **accessible WC and shower** is located at the end of the toilet block and accessed from a ramp 4m in length set to a gradient of 1:12. The ramp incorporates a handrail to one side only. The inward opening door achieves a clear opening exceeding 900mm over a level threshold. The door is operated using a RADAR key. The cubicle achieves internal dimensions of 2300mm x 1800mm with a further recessed shower alcove of 1200mm x 1300mm in size. There is adequate wheelchair manoeuvring space adjacent to the WC position, which is left-hand transfer. The flush handle is mounted on the incorrect side of the cistern. There is adequate grab rail provision to the WC. The basin is positioned within reach of the WC and incorporates lever-style taps and one vertical grab rail only. The alcove shower incorporates a fold-down seat, however there is insufficient wheelchair manoeuvring space. The shower incorporates non-slip profiled floor tiles with a flush gully. The shower is fitted with a thin thumb turn control requiring a degree of dexterity to the hands. The controls are set at a height of 1200mm and the adjustable shower head in the range of 1400mm to 1850mm. The shower position is fitted with two vertical grab rails only. White sanitaryware and grab rails are lacking in colour and contrast against light coloured wall surfaces. The cubicle is fitted with an emergency alarm system with one pull cord adjacent to the WC position.

The **male toilet** is located to the front of the block and the **female toilet** is to the rear. The entrance doors incorporate steps with contrasting nosings. The doors are inward opening operated by a key issued from Reception, set at a height of 1400mm. The doors are stiff to operate. One WC cubicle, shower cubicle and privacy cubicle has been fitted with grab rails for ambulant disabled use. The showers are recessed within the floor with a 100mm step down. The step in the shower is not fitted with a contrasting nosing and difficult to identify. The shower controls and taps to wash hand basins are fitted with lever style controls. The floor surface was noted to be slippery when wet. Sanitaryware and the grab rails are lacking in colour and contrast against adjacent surfaces.

Other Facilities

The dishwashing area, baby and toddler's room and laundry room are accessed via a ramp 4m in length, set at a gradient of 1:20, incorporating handrails to either side. There is an alternative stepped approach with contrasting nosings and handrails to either side.

The inward opening door to the **laundry room** achieves a clear opening width of 750mm over a level threshold. The laundry room is fitted with a front-loading coin-operated washing machine and dryer with the controls set at a height of 1000mm. There is insufficient wheelchair manoeuvring space in front of the washer and dryer. The laundry is fitted with 3 stainless steel sinks set within a counter at a height of 880mm. The sinks do not incorporate adequate knee space for a wheelchair user and are fitted with thin thumb turn taps which will require a degree of dexterity to the hands.

The **baby and toddlers' room** is fitted with an outward opening door achieving a clear opening width of 750mm over a level threshold. The door is stiff to pull open and is operated with a key available from Reception set at a height of 1000mm. The facilities within the baby and toddlers' room include lowered toddlers' WC, wash hand basin, small bath with shower over, and wall-mounted baby changing unit, set at a height of 900mm. The cubicle is very small, with a width of 1100mm and does not incorporate any accessible facilities.

The double doors to the **dishwashing area** entrance open across the pathway at the top of the ramp, leaving a 750mm gap. The facility incorporates 4 stainless steel sinks with drainers set within a counter mounted at a height of 890mm. The sinks are fitted with thumb turn taps requiring a degree of dexterity to the hands. The area has a restricted 670mm clear width to the front of the counter position. This facility is thus inaccessible to a wheelchair user.

Service Points

There are 2 service points, the first being located to the front of the central toilet block, the second at the opposite end of the site. Each service point comprises drinkwater tap, waste water disposal point, waste bins and recycling and chemical closet emptying. The service points are mounted on a concrete hard standing with level access from adjacent tarmac roads. There is limited manoeuvring space in front of the chemical closet emptying point which is raised 450mm above floor level. A motor van waste disposal point is also provided to the side of the toilet block.