

## Access Information Statement

### Cheltenham Racecourse

#### 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 within an enclosure on the opposite side of the racetrack from the main stand, but adjacent to another smaller stand. There is good signposting from the racecourse entrance.

Visitors and new arrivals are directed to park near the reception on an area of tarmac in front of the building with no bays marked out. There is space for many vehicles.

#### Reception

The reception has a step at the entrance door. There is a call bell for assistance located by the door. The door is reasonably wide with lever handles into the reception. The counter height is 940mm and is not currently fitted with a hearing induction loop system to assist hearing aid users.

#### Pitches

There are no pitches permanently designated for disabled people.

#### Public areas of the site

The site is mostly gently sloping tarmac at approximately 1:20 gradient, but there are some steeper areas further from the main facilities. There are no defined pedestrian or vehicle routes or speed bumps throughout the site.

#### Toilet block

The toilets are within separate buildings near the reception, and there is ad-hoc parking near these facilities. There are level entrances into both the male and female facilities. Both have wide doors with high push-button security key pads, which people with limited manual dexterity might find difficult to open. Internally they have tiled floors, which might be slippery when wet.

There are no privacy cubicles. In both male and female toilets one WC cubicle is fitted with grabrails to assist ambulant disabled people. There are shower cubicles fitted with grabrails for ambulant disabled people in the male facilities. There are no grabrails at the trough urinals. The taps to the washbasin are not lever type to assist people with limited manual dexterity. Both facilities have poor visual contrast between fittings and their background. For people with limited manual dexterity the door locks are difficult to operate and there are no lever taps in either the male or female facilities.

There is a combined **accessible shower and toilet** located adjacent to the reception. It has a steep ramp (1:10) with no level landing in front of the entrance door. The door is

outward-opening with a flush threshold. The room is large, 2400mm wide by 4500mm deep with a non-slip vinyl floor. The WC and washbasin layout are acceptable in most features, except that there is no backrest, the mirror is too high and there is no second vertical rail at the sink. The WC provides for left-hand transfer and the shower provides for right-hand transfer. An alarm system is provided. The controls are lever type to assist people with limited manual dexterity.

### **Other facilities**

The **information room** is adjacent to the arrival area. There is a combined **vegetable preparation and laundry facility** located in two rooms off a covered walkway below the racecourse stand. The route to this area is across gently sloping brick pavers. There is a 100mm step at the 860mm wide entrance door. The internal circulation space is spacious. There is a top-loading washing machine and front-loading tumble dryer. The coin slots are at 1080mm from the floor. Sinks are at 900mm and the taps are lever type.

The **public telephone** is mounted on the external wall outside reception and it has adequate circulation space adjacent. The coin slot and receiver are mounted at 1500mm height. The phone does not have an inductive coupler to assist hearing aid users.

### **Additional Information**

A Fire Risk Assessment has been undertaken in line with the current regulations. Fire assembly points are clearly signed and positioned away from buildings, and a Fire Action plan is displayed at each Fire assembly point and in Reception. The policy and procedures for Fire Safety and Fire Fighting equipment are regularly monitored by wardens and Regional Managers. Customer care is a fundamental part of training for all our Wardens and Assistant Wardens. The reception for mobile phones can vary, but Site Information Leaflets provide guidance and a payphone is available.