

## Access Statement

### Chester Fair Oaks

#### 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

This site is approached from a country lane. There is a single pole barrier at the entrance controls are set at 1100mm in height. Visitor parking is on a level site, parking is unmarked but provides space for approximately 3 visitors and one late arrival. There are no designated parking spaces for disabled drivers. Parking is located on an even, level part of the site 15m from reception.

#### Reception

From the dropped kerb at the road edge, reception is accessed from a level footpath, 1100mm in width with a covered terrace and a block paved pathway 1350mm width in front of the entrance door. The inward-opening door gives level access with a 750mm clear opening width. The call bell for attention is on the door frame at 1150mm height. Internally, there is a turning circle of 1500mm for wheelchair users. The reception counter height is 900mm. There is no hearing induction loop system to assist hearing aid users.

#### Pitches

There are 9 identified accessible pitches within close proximity to the toilet block and potentially up to a further 5 accessible pitches. Each of these pitches has level, loose stone chippings surface. There are no roll-out mats available. The accessible pitches are located between 100m to 150m from reception. They are located between 15m to 50m from the accessible WC/shower, laundry and vegetable preparation area.

#### Circulation around the Site

The site is generally level. Tarmac surfaced access roads are for joint vehicular and pedestrian use and up to 5m in width. There is a 1000mm wide paved path between pitches towards the toilet block, and 1500mm wide paved path giving access to a 3m wide covered paved terraced area to front and rear of the toilet block.

#### Toilet Block

There is a slight slope, set at a maximum gradient 1:20 down to the front of the toilet block. There is car parking in front of the toilet block, with dropped kerbs to both front and rear. The toilet block is on level ground, with individual entrances and shared lobby access off the covered terrace to front and rear.

There is one **combined accessible WC and shower** accessed from an internal lobby with a standard key, supplied by reception. There is a level 1350mm x 1250mm landing adjacent to the door, the

inward-opening door gives 780mm clear opening width. The overall cubicle dimensions are approx. 3850mm x 1650mm widening at the shower end of the room to 2600mm, giving reasonable circulation space, including a 1500mm turning circle for a wheelchair user. The WC has right-hand transfer space, and the basin has lever taps but is out of reach of the WC. There are fixed and drop-down grab rails adjoining the WC and basin and a red emergency pull-cord. The automatic hand dryer at 1000mm height, is within reach of the washbasin but not within reach of the WC. The shower area is 1100mm square, with curtain around. The shower control is at 1100mm height, and shower head is adjustable from 1200mm to 1700mm in height. The cubicle has a drop-down seat and a loose shower chair, and fixed vertical and horizontal grab rails. There is a tiled floor surface, and reasonable visual contrast.

The **female WCs and showers** has level access. There are 10 WC cubicles of which 1 has fixed grab rails suitable for ambulant disabled people. Open area washbasins have lever taps. The area also has 6 privacy cubicles, with lever taps to washbasins, and 1 cubicle has grab rails to assist ambulant disabled people. There are 6 shower cubicles, 1 of which is larger and has grab rails, suitable for ambulant disabled users. There is curtain separation between wet and dry areas. Each cubicle has solid doors, with easy to use sliding bolts.

The **male WCs/showers** have five urinals, 1 with lower bowl, with no adjoining assisting grab rails. Of the 7 WC cubicles, 1 has grab rails for ambulant disabled users. There are 6 privacy cubicles, all with lever taps to washbasins, and one cubicle has a fixed horizontal grab rail suitable for ambulant disabled users. There are 5 shower cubicles, of similar design to the female showers, with one suitable for ambulant disabled users.

## **Other Facilities**

To the front of the toilet block accessed from the covered terrace is a **laundry** with access via 130mm rise step. The inward-opening door has 750mm clear opening width. Internally, there is a 1500mm turning circle for a wheelchair user. There are 3 sink units at 900mm height, with cross-top taps. The area also a top-loading washing machine and front-loading dryer, each with coin slots at 1200mm height and control panels to the top rear of the machines at 1200mm height. The coin slot for the ironing is at 1200mm height.

The **dishwashing area** is under the open-fronted roof canopy at the front of the toilet block, with level access, and 1500mm turning circle for a wheelchair user. There are three standard sink units at 900mm height with cross-top taps.

The **information centre** adjoins reception as part of the same building, with level access from the covered terrace. The inward-opening door has 820mm clear opening width, with a visually contrasting lever handle at 1000mm height. Internally, there is a 1500mm turning circle for wheelchair users. Information is on shelves from 800mm height.

The **baby and toddlers room** shares level access from the internal lobby of the toilet block, and has an inward-opening door with 750mm clear opening width. Circulation space is very limited with a width of 600mm alongside the baby bath and work surface, the latter being at 900mm in height. The room also has a child's WC at 350mm height, washbasin with lever taps, a short bath with twist-grip taps, hand dryer at 1000mm height, and coat hooks at 1200mm height. There is a tiled floor, with good visual contrast.

The public **telephone** is a booth adjoining reception with level access from the covered terrace. The outward-opening door gives 900mm clear opening width, and internally the dimensions are 1000mm by 800mm. The BT telephone coin slot is at 1400mm height, and there is an inductive coupler hearing enhancement device.