

Access Statement

Clumber Park

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 easily accessed from the roads within Clumber Park down a tarmac drive leading to a forecourt area for visitor's parking, arrivals and late night arrivals parking. There are a number of marked parking spaces and, although none are designated accessible spaces, there is sufficient space if needed for a car to park with space around it for good accessibility.

Reception

Reception facilities are located near the site entrance. They are accessed across a tarmac surfaced area and via a dropped kerb with tactile finish to a slope of 1:20 paved with concrete slabs. This leads up to the entrance door with a clear opening width of 930mm. There is a doorbell positioned on the door frame at a height of 1500mm from floor level, which is not readily visible. The reception area is reasonably spacious with a counter at two levels of 950mm and 750mm from floor level. There is no hearing induction loop system to assist hearing aid users.

Pitches

There are no designated accessible pitches although there are suitable grass and hard-standing pitches for people with disabilities dependent upon the requirements of the individual. There are no roll-out access mats available at this site. Suitable hard-standing accessible pitches are 60m from reception, adjacent to the toilet block and adjacent to one of the three stand-alone service points. The nearest accessible grass pitches to reception and to the toilet block are 75m away. There are several grass pitches adjacent to service points.

Circulation around the Site

The site is gently sloping and the main pedestrian routes through the site share the vehicle roadways, which have a firm, well maintained tarmac surface. Areas around the facilities are well paved and level with dropped kerbs where appropriate.

Toilet Block

There are two toilet blocks, both have space for parking outside if required. Dropped kerbs lead to the paved areas at the perimeter of the toilet blocks.

In both toilet blocks the **male and female facilities** have separate entrances each with a 140mm step up, but with no handrails. In each of the facilities there is a WC cubicle with grab rails and sliding locks, a privacy cubicle with grab rails and lever taps, and a shower cubicle with grab rails and seat

but with a 75mm step down into the shower tray. In the male facilities one of the urinals is fitted at a low level and there are grab rails or privacy screens.

One toilet block houses an **accessible combined WC and shower**. This is in a separate room accessed via a short ramp at 1:15 and then via a lobby that also gives access to a baby and toddler room. The accessible WC/shower room has a Yale lock; the key is available from reception. The room has a right-hand transfer WC but this is not within reach of the washbasin. There are no drop-down grab rails to the shower, which has a seat for left-hand transfer. There is only one alarm cord, close to the WC. The internal lock is a little difficult to operate for people who have limited manual dexterity.



Other Facilities

The **information room**, which also houses two telephones, is located remotely from the reception and the toilet blocks in a timber shed. The threshold is level, the door has a good clear opening width and is normally left open. The information is positioned rather high for wheelchair users to access easily.

The two **laundry rooms** have level thresholds with wide access doors. Sinks are at two levels and have screw-top taps. The washing machine loads from the top and the dryer from the front.

The **dishwashing areas** are located in the toilet blocks but with their own accessible entrances. The sinks are all at a height of 900mm from floor level and have screw-top taps.

There is a **baby and toddler room**. This has a stepped entrance and there are no accessible fixtures and fittings.

There are two public **telephones** sited in the hut that houses the information room. Access is good but both telephones are fixed at a height that would be difficult for wheelchair users to access.

The facilities at the **service points** include rubbish bins, drinking water top-up, waste water disposal and chemical toilet emptying point. The gullies to the water pipes and for waste water are level with the ground and present no barrier. The chemical toilet emptying points are all raised a good 600mm from finished floor level therefore requiring the chemical toilet to be lifted to this height to be emptied.

There is a well-equipped **children's play area** which has easy level access via a well-paved level footpath. The area is fenced and has security gates.