

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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<https://www.caravanclub.co.uk/club-sites/england/south-east-england/hertfordshire/commons-wood-caravan-club-site/>

At a Glance



Level Access

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



Step only Access

- Information Room has a small step at the door
- The Storage Log Book and Defibrillator store has two small steps in



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

Commons Wood Caravan Club Site
Ascots Lane,
Welwyn Garden City,
Hertfordshire,
AL7 4HJ

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side when you enter the site
- 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 car park in front of the barrier for visitors with 5 parking bays, the ground is gravel is can be uneven, no parking bays are marked as disabled.
- There is a car park for visitors once in the site beyond the barrier, there is 6 parking bays and none are marked for disabled. The ground is tarmac.
- There are no late arrival bays

Entrance into Reception

- There is a slight tarmac ramp into reception to give level access from the ground with a slight lip for the door threshold.
- The Entrance door is 650mm wide
- There is a 15mm threshold into the door
- The entrance door is not power assisted, and opens outwards
- A call bell is available to summon assistance, between 6pm and 8pm this is 1320mm above ground level



Entrance into Reception

Reception

- There is approximately 3700mm x 2600mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with no drop down counter
- The desk is not fitted with a hearing loop



Reception

Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 68 pitches on site, 44 of which are hardstanding
- Roll out mats are not provided

- There are no designated accessible pitches, however pitches are allocated according to your needs, so please contact us in advance to discuss your requirements.
- There are 2 hardstanding pitches and 4 grass pitches within 50 metres of the toilet block
- There is one pitch closer to reception that is within 100 metres of reception

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set to the east of the site.
- The toilet block is accessed via a shallow paved slope
- The door is 800mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2200mm x 2250mm with a further 1050mm x 1050mm shower alcove
- The WC pan is left hand transfer.
- There is a fold down shower seat and there is a moveable shower chair available
- The toilet seat is 450mm above the floor level
- The clear space to the side of the toilet is 1600mm wide
- The cubicle is fitted with two pull cord alarms, which are 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 1380mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block on the east of the site
- Entrance doors are accessed by a paved area, which is accessed via a slight paved slope
- The female area has 5 WC cubicles, 4 Shower cubicles and 4 Privacy Washbasin cubicles
- The male area has 4 Urinals, including 1 lower urinal, 3 WC cubicles, 4 Shower cubicles and 4 Privacy Washbasin cubicles
- There is one modified WC cubicle in both the male and female areas, with grab rails to assist mobility
- Taps in each block incorporate lever controls



Access to the toilet block

Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area
- Double doors which open outwards to 1660mm wide
- There are 3 sinks at 900mm high with 800mm kneespace underneath
- There is a 900mm wide space between the sinks and the doors
- Lever taps available



Dishwashing Area

Laundry – Toilet Block

- Level access via paved area
- The door is 800mm wide over a level threshold and opens outwards
- The room is only 1400mm deep, so there is limited manoeuvring space and narrows to 900mm in front of the sink
- There is 1 front loading washing machine and 1 front loading tumble dryer
- 1 sink at 900mm high with 800mm kneespace below
- Lever taps fitted



Information Room – Adjacent to Reception

- Access via the tarmaced area around reception
- There is a 120mm step into the door externally, and a 45mm step internally
- The door is 740mm wide which can be held open
- The room's dimensions are 2900 x 1900mm
- Information is displayed on a large shelf at 900mm high



Service Points

- There are three Service Points around the site, please check the site map for details
- All of the service points are on raised concrete settings, with concrete ramps from the roadways
- The paths around the Service Points can be as narrow as 700mm wide

- The water taps are at a maximum of 880mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 1600mm high



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the toilet block
- The taps are 900mm 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.

Storage - Log Book Room

- There is a small room for the storage log book and defibrillator
- There are two 50mm steps up
- There is a 750mm clear opening
- The room's dimensions are 1100mm x 1100mm
- There is a shelf at 750mm



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 opposite reception 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

- Regular buses run from the QE2 Hospital, which is near to the site
- Trains run from Hatfield and Welwyn Garden City into London

Taxi

- Please contact the site who keep a list of local taxi companies.