

Access Statement

Crystal Palace

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

There is a large visitor and late arrivals parking area near to the reception, but bays are not marked out. The road and visitor parking areas have a tarmac finish. The late arrivals area has firm gravel surface. It is approximately 18m from the reception to nearest visitor parking area. There is no designated pedestrian route between reception and the visitor car parking and the route crosses the vehicular route. There is space for parking immediately adjacent to the reception block. The vehicle entry barrier to the pitches is controlled by key-pad control set at approximately 1000mm to 1100mm above ground level.

Reception

The reception is located near the site entrance and is clearly visible. There is a dropped kerb from the road, with a 25mm step at the kerb, and ramped access up to the entrance door. The ramp gradient is approximately 1:15 and the ramp is 1050mm wide at its narrowest. There are no handrails to the ramp but there is a barrier to one side that can be used for support. The entrance door gives 735mm clear opening width. Inside the reception area, there is approximately 2750mm x 2950mm circulation space. The reception counter height is 880mm. There is currently no hearing induction loop system to assist hearing aid users.

Pitches

There are a total of 84 pitches, most with a gravel surface though some pitches are grass. There are no designated accessible pitches though 6 of the pitches, with a gravel surface, are recommended for disabled people. The nearest of these pitches is 170m and the furthest is 250m from the reception block. There are gradients of around 1:15 between these pitches and reception. These pitches are located between 20m and 60m of the toilet block, and on a level route.

Circulation around the Site

There are no separate pedestrian routes. Generally, pedestrians use vehicle access routes which have a tarmac finish. The area of the site furthest from reception is reached down a road with a gradient of approximately 1:12.

Toilet Block

The toilet block has space for parking outside if required. There are dropped kerbs but with a 40mm step at the road edge. The facilities within the block have individual entrances.

There is an **accessible combined WC and shower** provided in a separate room with ramped access. The door gives 770mm clear opening width and has a hold-open closer that may be difficult to use. The room is spacious with in excess of 2300 x 2950mm circulation space. The WC and the shower are both right-hand transfer. The washbasin is out of reach of the WC, some of the recommended grab rails are missing and the flush lever is on the wall side of the cistern. There is an alarm fitted however the cord is too short and incorrectly located. There are lever taps provided to assist people with limited manual dexterity. The shower has level access and there is a fold down shower seat and a freestanding shower chair. Some of the recommended grab rails are missing and there is no emergency alarm pull cord in the shower area.



Male and female toilet facilities have a 100 mm step at the doors. The doors give 750mm clear opening width and are heavy to open. Both male and female facilities have one shower and one WC with support grab rails to assist ambulant disabled people.

Tent Area Toilet Block

There is a separate toilet block for the tent area. This block was not inspected. There are no accessible facilities in this block. There is a steep ramp from this block to the tent area. The ramp gradient varies but is 1:4 and 1:8 in places.

Other Facilities

The **laundry room** has a 90mm step at the entrance. The door has a clear opening width of 770mm. There is limited circulation space inside of approximately 1100mm x 1500mm. There are two top loading washing machines with controls at 1070mm height, one large tumble dryer with controls at 1600mm height, one smaller dryer with controls at 1070mm height, a spin dryer with controls at 1260mm height, and a wall mounted iron with the control at 1450mm height.

The **dishwashing areas** are external and have level access. Each has four sinks at 900mm height with no knee space below and non-lever taps.

The **information room** is small but provided 1500mm x 1500mm circulation space. The door gives 710mm clear opening width, and is heavy to open. The majority of the leaflets displayed are at low level.

There are two **public telephone** kiosks located next to reception. The space inside the kiosks is approximately 800mm x 800mm and the telephones appear to have inductive couplers.