

## Accessibility Guide for Daleacres Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ [daleacres@camc.com](mailto:daleacres@camc.com)

☎ 01303 267679

🌐 <https://www.caravanclub.co.uk/club-sites/england/south-east-england/kent/daleacres-caravan-club-site/>

### At a Glance

#### Level Access

- The site is relatively level throughout

#### Step only Access

- There is no step only access to the main site, however the glamping yurts do have step only access
- The dog area only has access via a grass area

#### 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

Daleacres Caravan Club Site  
Lower Wall Road,  
West Hythe,  
Hythe,  
Kent,  
CT21 4NW

## 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
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by proximity cards, the card readers are at 1170mm high, and the exit barrier reader is at 900mm high
- 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 are 13 parking bays for visitors including 2 marked accessible bays, these are set on a level tarmac surface
- There are 2 electric vehicle charging points on site, please ask site staff for more information
- There is 1 Late Night Arrival bay on a gravel surface, with no markings

### Entrance into Reception

- There is a dropped kerb to a sloping paved area in front of reception, there is no handrail available
- The Entrance door is 900mm wide with a 20mm weather bar
- The entrance door is not power assisted, and opens inwards
- There is no call bell available



Reception building

## Reception

- There is approximately 1600mm x 2100mm circulation space, clear of the desk and furniture
- The reception desk is set 890mm above the floor with no lower section
- The desk is not fitted with a hearing loop



## Getting around the Site

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

- There is a tarmac pedestrian path, 1200mm wide which runs part of the way from reception to the toilet block

## **Touring Pitches**

- There are 143 pitches on site, 45 of which are hardstanding
- Roll out mats are not provided
- There are four accessible pitches on the site, these pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- 2 of the accessible pitches are hardstanding and 2 of the accessible pitches are grass. These pitches are 30 metres from the toilet block, 165 metres from reception and 15 metres from the service point.

## **Camping Pitches**

- There are 12 camping pitches on site, to the south of the site
- These pitches are non electric
- There is parking available adjacent to the tent field



## **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 in the middle of the main part of the site

- There is a main internal lobby which gives access to the Accessible Toilet and Shower room. The main entrance door is 800mm wide over a level threshold
- The door is 870mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2300mm x 1950mm
- The WC pan is left hand transfer.
- There is no drop down shower seat however there is a movable shower chair available
- The toilet seat is 480mm above the floor level
- The clear space to the side of the toilet is 1000mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 900mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1250mm above floor level
- The basin taps and shower controls are fitted with levers



### Standard Toilets and Washrooms

- There is one main toilet and shower block set to the middle of the main part of the site

- Entrance doors are accessed by a central lobby, the main entrance door is 800mm wide over a level threshold and opens inwards
- The entrance doors to the male and female areas are 780mm wide over level thresholds
- The female area has 6 WC cubicles, 6 Shower cubicles and 7 Privacy Washbasin cubicles
- The male area has 5 WC cubicles, 4 Urinals including 1 lower Urinal, 6 Shower cubicles and 7 Privacy Washbasin cubicles
- There is a Games Room block opposite the reception, which has 1 standard male cubicle and 1 combined female and accessible cubicle.
- The combined female and disabled cubicle is accessed via a ramp. The door opens to 900mm wide over a level threshold and opens outwards. The room's dimensions are 1400mm x 1950mm. The WC is right hand transfer. There are grab rails to assist transfer.
- The male cubicle has an 800mm wide door with a 150mm step in and opens inwards.
- Taps in each block incorporate lever controls to the basins and showers



Toilet Block



Games Room Block opposite reception

### Baby and Toddler Room – Toilet Block

- The baby and toddler room is accessed via the central lobby of the main toilet block
- The door is 770mm wide
- The room's dimensions are 2600mm x 2000mm but the space does narrow to 1250mm wide next to the bath
- There is a half sized bathtub with a shower over the top and lever taps
- There is a lower toilet at 330mm high
- There is a basin with lever taps
- There is a pull down baby change table that is 750mm high



## Other Facilities

### Dishwashing – Toilet Block

- The door opens to 700mm wide over a 30mm sloped threshold and opens outwards
- There is 2000mm x 2000mm circulation space
- There are 4 sinks in total, 3 sinks are at 920mm high and one is 730mm high with 650mm kneespace
- Lever taps available



### Laundry – Toilet Block

- The door is 700mm wide over a 50mm step and opens outwards
- There is 1700mm x 3800mm circulation space
- There are 2 washing machines, both are front loading with controls at 1060mm
- There is 1 tumble dryer which is front loading with controls at 1060mm
- There are 2 sinks at 900mm high with 620mm knee space below
- Lever taps fitted





### Information Room – Adjacent to Reception

- The information room is accessed via the pathway to reception
- The door is 880mm wide with a 20mm weather bar and opens inwards
- The room's dimensions are 1520mm x 2100mm
- Information is displayed on a shelf at 1060mm high and on a display unit between 500mm and 1200mm



### Games Room Block

- There is a block opposite the reception which houses a games room as well as a male toilet and a female/accessible toilet

- There is a 2000mm long ramp with a handrail to one side at 1000mm high

### Games Room

- The door is 780mm wide, over a level threshold and opens inwards however it is heavy to open
- The room itself is very large, which allows for good manoeuvring space
- There is a table tennis table, table football and a snooker table

### Female/Accessible WC

- The door is 850mm wide and opens outwards
- The rooms dimensions are 1420mm x 2200mm, the turning circle is slightly less than 1500mm
- The WC has right hand transfer
- The basin is within 370mm of the WC
- There are grab rails available
- There is a pull alarm cord
- The basin has lever taps
- There are coat hooks at 1450mm



### Male WC

- The door is 770mm wide with a 150mm step up
- There is a WC

- There is a washbasin with lever taps

### Play Area

- There is access to the play area to the south of the site across a grassed area
- The gate has a 1100mm clear opening width
- The play area is spacious and level



### Playground

- There is playground to the north of the site
- There is access over a grassy area
- The gate opens to 1100mm wide
- There is a range of play equipment, mounted on safety flooring



### Dog Area

- There is a dog play area to the east of the site
- There is access over a grassy area
- There is a 1250mm wide gate to access
- The ground is grass throughout the area



### Service Points

- There are Service Points at intervals around the site, please check the site map for details
- All of the service points are on concrete settings with level access from the adjacent roadways

- The paths around the Service Points can be as narrow as 650mm wide
- The water taps are at a maximum of 700mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at a maximum 1250mm high



### Motorhome

### Service Point

- There is one Motorhome Service Point on site, located close to the reception block
- The taps are 1150mm high



### Onsite Accommodation

- There are yurts available to stay in onsite, the information about these is below. These can be booked through experience freedom - for more information please visit <https://www.experiencefreedom.co.uk/glamping/yurts/>

## 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 at the games room in the event of an emergency and a further assembly point at the yurt field
- 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

- There is a bus stop 0.2 miles from site, with buses to Folkestone and Ashford
- The nearest train station is Hythe Station which is 3.1 miles from site

### Taxi

- Please contact the site who keep a list of local taxi companies including those offering a wheelchair accessible service where available.