

Access Information Statement

Durham Grange

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, tpeetalk 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 has generally level contours, and is accessed via a tarmac lane, leading to the parking area with a vehicle barrier beyond. A remote control fob operates the double entry/exit barriers. Visitor parking is on a level tarmac surface on the opposite side of the access drive to reception with 6 marked parking bays, and 1 late arrival bay. There are no spaces specifically identified for disabled people. The parking is 25m from Reception. There is an 85mm kerb to an 850mm width level tarmac footpath.

Reception

Accessed by the level footpath, there is a level threshold. There is a weather canopy over the inward-opening entrance door, which has a 750mm clear opening width. The call bell for attention is on the door frame at 1500mm height. Internally, there is a turning circle of 1500mm for wheelchair users and a counter at 920mm height with a lower section with kneehole at 750mm height; there is no hearing induction loop system.

Pitches

6 pitches are identified as accessible. Each of these pitches has level, loose stone chippings surface, with no roll-out mat. On a level route over tarmac joint vehicular and pedestrian routes, and level paved footpaths with dropped kerb to the toilet block, the pitches are between 20m and 60m from the toilet block and 8m to 50m from reception.

Circulation around the site

This is a completely level site. The even tarmac surfaced site roads, up to approx. 3m wide, are for joint vehicular and pedestrian use. There is a 1500mm paved path towards the toilet block, and a paved path in front of the reception and information room block. There is car parking provision in front of the toilet block.

Toilet block

The toilet block is on generally level ground, with the footpath entering a covered porch area, off which are individual entrances to toilets, and shared lobby entrance to the laundry and baby and toddlers room.

There is one combined **accessible WC/shower**, with a standard key supplied by reception for access. There is a level platform outside, and the outward-opening door gives 830mm clear opening width. The overall dimensions are approximately 2630mm x 2130mm.



There is suitable arrangement of fittings, and adequate circulation space for an independent wheelchair access, with 1500mm turning circle. The WC has right-hand side transfer space, with fixed and drop-down grab rails, the washbasin has lever taps, and is within reach of the WC. There is a red emergency pull cord between the WC and shower. A small mirror is above the washbasin, and the automatic hand-dryer is within reach of washbasin but not within reach of the WC. The shower area is 1200mm square, with curtain around, with a thermostatically controlled shower, with control at 900mm height, and shower head adjustable from 1000mm to 1500mm height. It has a shower seat and a separate shower chair, and fixed vertical and horizontal grab rails.

The combined **female WCs/showers** with level access, have eight WC cubicles, of which one has fixed vertical and horizontal, and drop-down grab rails, suitable for ambulant disabled people. Open area washbasins have lever taps. The area also has five privacy cubicles, with lever taps to washbasins and one cubicle has grab rails suitable for ambulant disabled people. There are five shower cubicles, one of which is larger, has grab rails and a stool suitable for ambulant disabled users. Each cubicle has solid doors, with easy to use sliding bolts, and the shower cubicles also have curtain separation, and step down between wet and dry areas.

The **male WCs/showers** have four urinals, including one lower bowl and a vertical grab rail adjacent to one urinal. Of the six WC cubicles, one has grab rails for ambulant disabled users. There are five privacy cubicles, all with lever taps to wash basins, and one cubicle has a grab rail suitable for ambulant disabled users. There are five shower cubicles, of similar design to female showers, with one suitable for ambulant disabled users.

Other facilities

Within the toilet block is a **laundry** with level access. The inward-opening door has 830mm clear door opening width. Internally, there is a 1500mm turning circle for a wheelchair user. One standard sink unit is at 900mm height, and one is at 750mm height, each with lever taps. One front-loading washing machine, and one front-loading dryer, each having a coin slot at 1200mm height and control panel to the top rear of the machines at 1200mm height.

The **dishwashing room** is inside the toilet block, with level access from the covered porch, and has an outward-opening door with 830mm clear opening width. There is a 1500mm turning circle for a wheelchair user. There are two standard sink units at 900mm height, and one lower sink unit at 750mm height, with lever taps.

The **information centre** is in the reception building, accessed by a level footpath. The inward-opening door has a 750mm clear opening width. Internally, there is a 1500mm turning circle for a wheelchair user, and information is on shelves at 800mm height.

The **baby and toddlers room** is in the toilet block, sharing access and entrance lobby with the dishwashing area. The entrance door has an 800mm clear opening width. Internally, there is suitable wheelchair transfer space between the children's WC at 350mm height, and short bath. There is a seat/changing bench at 450mm height and a drop down changing table at 800mm height. The washbasin and bath have lever taps.