

Accessibility Guide for Durham Grange Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 <https://www.caravanclub.co.uk/club-sites/england/north-east-england/county-durham/durham-grange-caravan-club-site/>

At a Glance



Level Access

- The site is level throughout



Step only Access

- There is no step only access on site



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

Durham Grange Caravan Club Site
Meadow Lane,
Durham,
County Durham,
DH1 1TL

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side of the access road
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by a remote control fob.
- The ground is level in this area with a hard surface.

Parking

- A new arrival bay is set within a few metres of the Reception building.
- There is space for 6 cars to park opposite Reception, however none of the bays are designated disabled bays
- The parking bays are 25 meters from reception
- There is 1 Late Night Arrival bay at the visitor parking area

Entrance into Reception

- There is an 800mm wide path, with an 85mm kerb which gives level access to reception, there is a dropped kerb close to the reception door
- There is a weather canopy over the entrance door
- The entrance door is 700mm wide, with a rollover threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1400mm above ground level



Reception

- There is approximately 2300mm x 3700mm clear space within the reception
- The reception desk is set 950mm above the floor and incorporates a dropped section at 750mm high with kneespace
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is completely level throughout

- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps
- There is a tarmac path in front of the reception building

Touring Pitches

- There are 79 pitches on site, 62 of which are hardstanding
- Temporary multipurpose access rubber matting is not provided
- There are 6 identified accessible pitches, which are all level and hardstanding. There is a level route with paved footpaths to the toilet block. These pitches are between 20 - 60 meters from the toilet block and 8 - 50 meters from the reception building.
- These pitches are allocated according to your specific needs, please contact the site directly and they will be happy to discuss your requirements and reserve you the most suitable pitch wherever possible.

Camping Pitches

- There is a camping field in the north west corner of the field
- There are 2 camping pitches available

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 south of the site.
- The toilet block is accessed via a footpath which enters a covered lobby, there is a level platform outside of the Accessible Toilet and Shower cubicle
- The door is 850mm 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 2630mm x 2130mm
- The WC pan is left hand transfer.
- There is no drop down shower seat, however a movable shower chair is provided
- The toilet seat is 480mm above the floor level

- The clear space to the side of the toilet is 1100mm 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 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1200mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower blocks to the south of the site
- There is a level footpath which leads a covered porch area, each of the toilets have individual entrances, but the Baby and Toddler Room shares a lobby entrance with the dishwashing room; this is 850mm wide over a level threshold and opens inwards
- The female toilets have 8 WC Cubicles, 5 Privacy Cubicles and 5 Shower Cubicles.
- The male toilets have 4 Urinals, 6 WC Cubicles, 6 Privacy Cubicles and 5 Shower Cubicles
- In the male and female area there is a modified WC cubicle, shower cubicle and privacy washbasin cubicle, with grab rails to assist with mobility
- Taps in each area incorporate lever controls



Baby and Toddler Room - Toilet Block

- The Baby and Toddler Room is accessed via the entry lobby which is shared with the dishwashing area
- The door is 800mm with a level threshold
- The door is open with a key which can be borrowed from reception
- The room is 2300mm x 1500mm
- There is a half sized bathtub, with a shower above and thumb turn taps
- There is a WC at 430mm
- There is a changing bench at 450mm
- There is a wall mounted drop down baby changing table at 900mm
- The basin is fitted with lever taps



Other Facilities

Dishwashing – Toilet Block

- The Dishwashing Room is accessed via the entry lobby which is shared with the Baby and Toddler Room
- The door is 800mm wide over a level threshold and opens inwards
- There is 1200mm x 3300mm clear space within the room
- There are 2 standard sinks at 850mm with 610mm knee space below
- There is 1 lowered sink at 740mm with 690mm knee space below
- Lever taps available



Laundry – Toilet Block

- Level access via paved area
- The door is 830mm wide and opens inwards
- There is 2700mm x 1400mm clear space within the room
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There is 1 sink at 850mm with 590mm knee space
- There is 1 sink at 700mm with 650mm knee space
- Lever taps fitted



Information Room – Reception Building

- Access via the paved area around reception
- The door is 700mm wide over a level threshold and opens inwards
- The room's dimensions are 1350mm x 2400mm
- Information is displayed on a shelf at 850mm high



Play Area

- There is a children's play area at the east of the site
- There is a 1200mm wide gate to access
- The play equipment is mounted on safety flooring



Dog Walk

- There is a dog walk to the north of the site
- There is no gate to access the dog walk
- The ground is natural and uneven



Service Points

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

- The paths around the Service Points can be as narrow as 780mm wide
- The water taps are at a maximum of 770mm high, with cross head taps
- Chemical Emptying Points can be found here too, with taps at 1100mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the toilet block
- The taps are 800mm above a 100mm kerb



Recycling & Waste Area

- This site has a single waste and recycling area, this is located at the main entrance. If you have any concerns or questions please discuss with the site team during your stay.

Storage

- There is a storage compound on site
- Please contact the site staff for more information

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 visitor parking area 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

- There is a bus service and a park and ride to Durham a ten minute walk from site

Taxi

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