

Access Information Statement

Edinburgh

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, text or talk 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 text help. The Website complies with the W3C level A guidelines.

Arrival and car parking facilities

This site has four spaces for new arrivals as well as three spaces for late arrivals near the site entry, as well as parking spaces for visitors. There is currently no designated accessible parking bay but adequate parking space. The gate is kept open at night.

Reception

The route to the reception is step-free with a gentle gradient. There is a dropped kerb with well identified edges. A call bell for assistance by the door is located at 1350mm -1450mm. There is no canopy above for weather protection. The door has an adequate clear effective width and the vision panel is at an acceptable level, but it is heavy to open and the door opens into the room. The room has a large area for a wheelchair user to manoeuvre. The counter height is 800mm without knee hole space and it is not currently fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are no pitches permanently designated for disabled people but a marker is put out when one is reserved. All pitches are on level ground and there are eight pitches which can be used for disabled visitors. These are all between 5 - 30m from the accessible WC, laundry, and vegetable preparation facilities and approximately 50m- 100m from information room and reception.

Public areas of the site

The site is level with a tarmac road running around the site. Both pedestrians and vehicles use this access road it is a large well laid out site with little traffic.

A site map is available as a leaflet from reception. Wayfinding and signage is adequate throughout the site and the signs around the site are clear and consistent.

Toilet blocks

There are male and female facilities in two blocks, which are very similar in layout. Each of these blocks also contains a laundry, vegetable preparation and a baby and toddler room.

Both the female and male toilet facilities have steps up at doors. Doors are kept locked generally and entry is gained using a digi-pad. Internally they have tiled floors, which might be slippery when wet, with warning signs mounted on the walls.

Both facilities have poor visual contrast between fittings and their background. There are privacy cubicles with washbasins in each of the single sex facilities. One has grabrails for ambulant disabled people. In both male and female toilets one WC and one shower cubicles are fitted with grabrails to assist ambulant disabled people and there are grabrails and privacy screens at the urinals. The taps to the washbasins are single lever type with no mixer.

There is an **accessible shower and toilet cubicle** located near the entrance of the female WCs in the first toilet block; a standard key for this is available at reception.

This facility has step-free access via a ramp. The door is outward-opening with an 860mm clear width, and it can be opened from the outside if someone falls against it in an emergency. The room has adequate circulation space of 2500mm wide x 2350mm deep, with anti-slip tiled floor. The WC and wash basin layout are to AD M standards, although there are some elements which require attention, such as: poor white on white visual contrast between elements, individual taps to basin are difficult to reach, towel hooks are high at 1700mm, and no shampoo shelf at low level.

Other facilities

The **information room** which is next to reception is well signed and has a step-free approach route. The door has a suitable clear opening width but lacks the required 300mm clear space to the leading edge internally. The leaflets are clearly displayed on shelves between 750mm -1700mm height. Circulation space within the room is excellent.

A **laundry facility** is located within each of the two toilet blocks and is very similar in layout in each. The approach route is step-free via a short ramp with a suitable gradient of 1:13. The door has a suitable 800mm clear effective width and it is light to open. The room has adequate circulation space within. There is a top-loading washing machine and front-loading tumble dryer in block 1 and block 2 has a front loading washing machine & front loading tumble dryer. The coin slots are located at 1050mm-1450mm height. Sinks are at 850mm height and the taps are single lever type. Tiles may be slippery when wet and contrast is poor with mainly white on white elements.

There is a **drying room** in the second toilet block that has a step up at the entrance, with high level hooks at 1700mm height. There is no drying room in the first block.

There is a **dishwashing area** to the side of each of the toilet blocks with excellent open and level access. The rooms have enough space for a wheelchair user to manoeuvre. Counters are 850mm high with deep sinks (250mm). There is a well-equipped **baby and toddler's room** in each of the toilet blocks. The room which is located in the second block has level access and larger circulation space but is the furthest away from the accessible WC and service pitches. The doors have an adequate clear opening but are heavy and do not stay open. The phone coin slots and receivers are set at approximate 1400mm height. The phones have inductive couplers to assist hearing aid users.