

Access Information Statement

Exeter Racecourse, Exeter

Contact Information

For those wishing to contact The Caravan Club by phone, typetalk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan 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

The site is within the paddock opposite the main stand. There is good signposting from the racecourse entrance.

Visitors and new arrivals can park on an open area of hoggin and grass near the reception block. There is space for many vehicles but no bays are marked out.

Reception

The reception has a narrow gravel path and a step at the entrance door. There is a call bell for assistance located by the door. The door has no vision panel, is 750mm wide and has a knob handle.

There is reasonable space at the counter and a chair is available. The counter height is 900mm 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. Four gravel or grass surfaced pitches near the toilet block are made available for disabled people. These pitches are 90m from the reception building. They are between 20m and 50m from the accessible WC, vegetable preparation area and combined information room/laundry room.

Public areas of the site

The site is level with uneven hoggin access roads and grass. There is no definition between the pedestrian or vehicle routes or speed bumps throughout the site.

Toilet blocks

All the facilities are within a toilet block on the far side of the site, and there is ad-hoc parking near these facilities. There are level entrances into both the male and female

facilities. Both have outward-opening doors. Internally they have tiled floors, which might be slippery when wet.

There are no privacy cubicles. In both male and female toilets WC cubicles and shower cubicles are fitted with grabrails to assist ambulant disabled people, and shower stools are available. The taps to the washbasins are not lever type to assist people with limited manual dexterity. Both facilities have poor visual contrast between fittings and their background. For people with limited manual dexterity the door locks are difficult to operate and there are no lever taps in either the male or female facilities.

There is a unisex accessible shower and toilet cubicle located at the end of the toilet block. It has a narrow 1000mm wide level path to the entrance door. The door is outward-opening with a flush threshold. The room is 1800mm wide by 2620mm deep. It is also used for baby changing so has more bins in it than usual. The WC and the shower provides for right-hand transfer. The tiled floors could be slippery when wet. The WC and washbasin layout are to AD M in most features, except that the mirror is too high and the soap dispenser is too far from WC pan. An alarm system is provided. The taps are lever type to assist people with limited manual dexterity, whereas the shower controls are not. The curtained shower area has a flush floor, but it is narrow (820mm clear width) and has no grabrails.

Other facilities

The combined information room and laundry are in one room below the racecourse tower. There is a rough gravel path to the door, where there is a raised threshold. The internal circulation space is adequate. Leaflets are displayed at 750 to 1400mm height. There is a top-loading washing machine and front-loading tumble dryer, but no sinks. The machine coin slots are at 1080mm from the floor.

There is a vegetable preparation area at the end of the toilet block. The route to this area is over uneven hoggins and grass and up a slight step onto a concrete path. The four Belfast sinks are at 900mm and the taps are not lever type.

Additional Information

A Fire Risk Assessment has been undertaken in line with the current regulations. Fire assembly points are clearly signed and positioned away from buildings, and a Fire Action plan is displayed at each Fire assembly point and in Reception. The policy and procedures for Fire Safety and Fire Fighting equipment are regularly monitored by Wardens and Regional Managers. Customer care is a fundamental part of training for all our Wardens and Assistant Wardens. The reception for mobile phones can vary, but Site Information Leaflets provide guidance and a payphone is available.