

Accessibility Guide for Exeter Racecourse Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ exeterracecourse@camc.com

☎ 01392 832107

🌐 <https://www.caravanclub.co.uk/club-sites/england/devon-and-cornwall/devon/exeter-racecourse-caravan-club-site/>

At a Glance

Level Access

- The site is relatively level throughout but the roadways are uneven

Step only Access

- The reception has step only access
- The laundry and information room has step only access

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

Exeter Racecourse Caravan Club Site

Kennford,

Exeter,

Devon,

EX6 7XS

Arrival and Reception

Approach Route

- The site is within a paddock opposite the main stand of the racecourse
- The reception building is on the right hand side when you enter the site
- The gate from the road is left open at all times during the day, but the gate is closed at 6pm. Please ensure arrival on site before 8pm.
- The ground is level in this area with hard a gravel path leading to the reception

Parking

- New arrivals can park on an open area of gravel and grass which is a few metres from reception
- There is space for visitors to park on the same area as the new arrivals but there are no marked bays including no disabled bays
- There are no late night arrival bays

Entrance into Reception

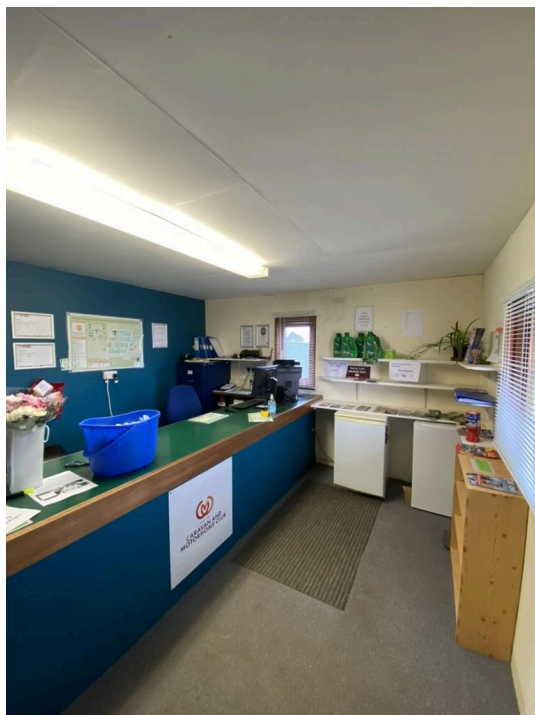
- There is a narrow gravel path approaching reception with a 150mm step at the entrance
- There is a 15mm threshold into the door of reception
- The Entrance door is 800mm wide
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1300mm above ground level



Entrance to Reception

Reception

- There is approximately 3550mm x 1450mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor and incorporates a dropped, lift up countertop at 750mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share vehicles routes which are uneven and gravel footing

Pitches

- There are 148 pitches on site, 17 of which are hardstanding
- Temporary access roll out matting is not provided
- There are no designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- There are 4 hardstanding pitches and 4 grass pitches within 50 metres of the accessible toilet facilities
- There is one pitch closer to reception that is within 100 metres of reception

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located to the end of the Toilet Block which is set to the west of the site.
- The toilet cubicle is accessed via a paved path
- 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 1700mm x 2600mm
- The WC pan is right hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm, and the shower seat is 540mm above the floor level
- The clear space to the side of the toilet is 650mm 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 1380mm above floor level
- There is a 850mm drop down baby change table

- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block on the west of the site
- Parking is not available next to Toilet Block
- Entrance doors are accessed by a paved area, which is accessed via a slight paved slope
- The female area has 4 WC cubicles and 3 Shower cubicles
- The male area has 3 WC cubicles, 4 Urinals including 1 lower cubicle and 3 Shower cubicles
- There are no privacy washbasin cubicles in either the male or female area
- There are cubicles in each area with grab rails to assist mobility
- Taps in each area are of a press and timed release type



Other Facilities

Dishwashing – Toilet Block

- The dishwashing area is an open area to the end of the toilet block
- The space behind the sinks is 1400mm x 5200mm
- There are 4 sinks at 900mm high work surface with 650mm kneespace underneath
- Twist turn taps available



Laundry and Information Room – Below Racecourse Tower

- Access via gravel path
- The door is 750mm wide over a 120mm step and opens inwards
- The room is only 1200mm deep, so there is limited manoeuvring space
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are no sinks within the room
- Information is displayed on a desk at 730mm



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, some are accessed via gravel and some are accessed via grass
- The water taps are at a maximum of 870mm high, with cross head taps and some are based over a 550mm wide base
- There is a Chemical Emptying Point behind the Motorhome Service Point with taps at 900mm



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the toilet block
- The taps are 900mm high



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 opposite reception 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 stop outside of the site on the A38
- There are park and rides into Exeter in Matford (EX2 8FD), Sowton (EX2 5GL) and Honiton Road (EX2 7NL)

Taxi

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