

Access Information Statement

Exmoor House

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, typetalk 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

There is no entry barrier. There is no designated late arrival/ visitor parking, except one parking bay for disabled visitors adjacent to the reception entrance.

Reception

This block is located near the site entrance. A call bell for summoning assistance is mounted by the door at 1450mm height. There is a 180mm step into the reception. The door has 780mm clear opening width, but the width is reduced by a protruding weather bar to 720mm. Internally the space is reduced to a width of 820mm by a large ice-cream cabinet, which restricts access. The counter is at an acceptable level of 850mm. The reception is not currently fitted with an induction loop system to assist hearing aid users.

Pitches

There are a total of 64 pitches. None of the pitches are permanently designated for disabled people. 2 hard gravel pitches located to the rear of the reception/accessible WC block are recommended. There are no roll-out mats available. The recommended wheelchair accessible pitches are approximately 40m away from the reception/accessible WC. 4 hard gravel pitches located near the northern WC block are recommended for use by ambulant disabled people.

Public areas of the site

The main pedestrian routes through the site are on paths or share the vehicle roadways which have firm, well maintained tarmac surfaces; however there is a lack of dropped kerbs from the roadways onto the paths, requiring visitors to take detours across grass.

Toilet block

Male and female facilities are housed in the reception block and the northern toilet block, which is where the facilities for ambulant disabled people are located.

There are individual entrances to the **male and female toilets/showers**. Each door has a step at the entry into a small lobby. The northern block male and female facilities have one shower cubicle, one WC cubicle and one urinal in the men's fitted with grab rails to assist ambulant disabled people. The circulation spaces within these facilities are very restricted. All the cubicles have inward opening doors and the sliding door catches are not easy to use for people with limited dexterity. The taps to the washbasins are lever type.

There is a combined **accessible shower and WC** located at the side of the reception block near the accessible parking bay, which has a ramped approach from the pavement running around the reception block. The cubicle is unlocked with a RADAR key. The inward-opening door has a flush threshold. The room has dimensions of 3200 x 1900mm. The WC pan is not positioned to allow sufficient space in front of the pan. The WC offers right-hand transfer and the shower seat offers left-hand transfer. There are grab rails provided for support and an alarm system is provided. Taps and controls are lever type to assist people with limited manual dexterity. The floor is ceramic tiles with a non-slip area in the level access shower.

Other facilities

There is a **laundry** facility located in the reception block with an individual entrance door with 700mm clear width and restricted space inside. There is one top-loading washing machine and one front-loading dryer. The coin slot is within reach at 1050mm height. The sink is at 900mm, and the taps are lever type.

The external **dishwashing area** is located to the rear of the reception block in a very restricted alcove. There are more easily reached facilities on the sides of the northern toilet block. The sinks have a level approach, but the units are 900mm high, and do not have lever taps.

The **information room** is to the rear of the reception building. It has a level entrance door with 760mm width. Inside the circulation space is 750mm wide and some leaflet racks are at 1540mm.

The **public telephone** is to the front of the reception building in a small booth. The door has a 200mm step, is 710mm wide, and there is limited internal space of 860mm x 870mm. The telephone and coin slots are at 1510mm from floor level. The telephone has an inductive coupler to assist hearing aid users.