

Accessibility Guide for Ferry Meadows 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/east-anglia/cambridgeshire/ferry-meadows-caravan-club-site/>

At a Glance

Level Access

- The site is relatively level throughout. There is level access to all facilities in at least one area

Step only Access

- The male and female toilets on the east of the site have step only access

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block on the west and east site

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

Ferry Meadows Caravan & Motorhome Club Site
Ham Lane,
Peterborough,
Cambridgeshire,
PE2 5UU

Arrival and Reception

Approach Route

- The site has two sides, west and east, which are divided by a road (Ham Lane).
- The reception building is on the west side of the site, which is the left hand side of the approach road and where new arrivals go to check in. This is clearly signposted from the road. Entry to site is via an intercom controlled barrier.
- There are key controlled electric barrier gates on both the west and the east sides of the site.
- There are key operated electronic entry and exit barriers to both sides of the site. The key operation has precise contact points and the card reader is close to the barrier on both entrances and exits, which could make it difficult for some people with limited manual dexterity or limited reach from their vehicle.
- The arrival area is a generous size and accessible parking is relatively easy over 2 lanes.

Parking

- There is parking for 10 cars at the entry drive on the west side of the site, however there are no designated disabled bays. The ground is smooth tarmac in this area.
- There is parking on the East side of the site for approximately 2 vehicles, however there are no designated parking bays.
- The site has no Late Night Arrivals area.

Entrance into Reception

- The reception is on the west side of the site, near to the entrance, before the 2nd electric barrier
- There is access to the reception over a smooth tarmac driveway and a dropped kerb to smooth concrete slabs
- There are two entrances into the reception, the main entrance door is via a step up
- There is also an entrance up a shallow ramp, with a level threshold into reception which is to the right hand side of the building
- The Entrance doors are 800mm wide, the door with a step has a 100mm step in and the door from the ramp has a level threshold
- The step up entrance door is not power assisted, and opens inwards
- The door from the ramp is not power assisted and opens outwards
- A call bell is available to summon assistance, this is 1600mm above ground level at the main entrance door, but is not easily accessible or visible



Reception

- There is approximately 2900mm x 4600mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor without any dropped sections
- The desk is not fitted with a hearing loop
- There are some items for sale at 1000mm high
- Opening times are displayed on the door; these vary throughout the year.



Getting around the Site

- Both the east and the west of the site are generally level
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps which have level access through them where there is no alternative route.
- There is a level concrete path leading to the rear of the toilet block on the west side of the site
- All of the areas around the facilities are well paved and level, with dropped kerbs.

Touring Pitches

- There are 282 pitches on site, 132 of which are hardstanding with crushed stone chippings.
- Roll out mats are 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 hardstanding pitches on the west of the site, that are adjacent to a service point or the toilet block which contains the accessible toilet and shower room.

- On the east side it is mainly grass pitches (115) with 28 hardstanding pitches which have crushed stone chippings.
- There are 3 hardstanding pitches near the toilet block on the east of the site which may be suitable for those with accessibility requirements

Camping Pitches

- There are camping pitches available on the east of the site.
- There are both electric (14) and non electric (4) tent pitches available.
- There is parking available near the pitches.

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – West Toilet Block

- A combined accessible toilet and shower cubicle is located in the toilet block on the west side of the site
- The toilet block is accessed by a dropped kerb to a path surrounding the building.
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by blue-heart RADAR key. A key can be borrowed from reception.
- The cubicle's overall dimensions are 2400mm x 2000mm
- The WC pan is left hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 500mm, and the shower seat is 480mm above the floor level
- The clear space to the side of the toilet is 1400mm 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 1400mm above floor level.
- The basin taps and shower controls are fitted with levers.



Accessible Toilet - West Block

Accessible Toilets and Bathing Facilities – East Toilet Block

- A combined accessible toilet and shower cubicle is located in the toilet block on the east Side of the site
- The toilet block is accessed by a dropped kerb to a path surrounding the building
- The door is 840mm wide, over a 50mm lip and opens outwards
- The cubicle door is secured by blue-heart RADAR key. A key can be borrowed from reception.
- The cubicle's overall dimensions are 2300mm x 2400mm
- The WC pan is right hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 500mm, and the shower seat is 500mm above the floor level
- The clear space to the side of the toilet is 1000mm wide with the drop rail raised
- 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 1400mm above floor level
- The basin taps and shower controls are fitted with levers.



Accessible Toilet - East Block

Standard Toilets and Washrooms

- There are two toilet blocks, one on the west side of the site and one on the east
- Parking space is available next to both of the toilet blocks
- The entrance to the male toilets in the west toilet block has a code lock at 1200mm high
- The entrance to the female toilets in the west toilet block has a code lock at 1500mm high.
- Both of the entrances to the male and female toilets in the east toilet block have a 50mm step up with a code lock at 1500mm
- The female area in the west block has 8 WC cubicles, 8 shower cubicles and 6 washbasin privacy cubicles
- The male area in the west block has 4 urinals (1 fitted with grab rails and 1 at lower level), 5 WC cubicles, 8 shower cubicles, and 6 washbasin privacy cubicles
- The female area in the east block has 8 WC cubicles, 9 shower cubicles and 7 washbasin privacy cubicles
- The male area in the east block has 4 urinals (1 fitted with grab rails and 1 at lower level), 5 WC cubicles, 9 shower cubicles and 6 washbasin Privacy cubicles
- Each male and female areas have modified WC, shower and washbasin cubicles with grab rails to assist transfer.
- Taps in each block incorporate a mixture of twist and lever controls.



West Toilet Block



East Toilet Block

Baby and Toddler Washroom - West Toilet Block

- There is a digital coded lock to enter the room, which is at 1550mm high
- The door is 800mm wide, over a level threshold and opens inwards
- The room's dimensions are 1600mm x 2800mm, however the room does narrow to 800mm wide
- There is a lower WC at 340mm high
- There is a half sized bath tub, with a shower above with twist taps to operate
- There is a drop down baby change table, at 900mm high
- There are lever taps to the basin



Baby and Toddler Washroom - West Toilet Block

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- The room's dimensions are 1600mm x 2800mm, however the room does narrow to 800mm wide
- There is a lower WC at 340mm high
- There is a half sized bath tub, with a shower above with twist taps to operate
- There is a fixed baby change table, at 900mm high
- There are lever taps to the basin



Baby and Toddler Washroom -

East Toilet Block

Other Facilities

Dishwashing – West Toilet Block

- The dishwashing room is at the end of the toilet block, beside the entrance to ladies toilets.
- The door is 800mm wide over a level threshold and opens inwards
- There are 4 sinks at 860mm high with 580mm kneespace below
- There is a shelf at 480mm above the sinks
- Lever taps available



Dishwashing – East Toilet Block

- The dishwashing area is at the end of the toilet block
- There is a level, wide approach
- The area is open fronted with direct access
- There are 4 sinks at 950mm high, with a 90mm step beneath the sinks
- There are non lever taps only.



Laundry – West Toilet Block

- There is access via a ramped approach to the Laundry room
- The door is 850mm wide, over a level threshold and opens outwards
- There is 2600mm x 1900mm clear space
- There is 1 front loading washing machine and 1 front loading tumble dryer.
- All of the machines have token slots on top of them, tokens are available for purchase from reception.
- The sinks are 860mm high with 580mm kneespace
- There are lever taps available



Laundry – East Toilet Block

- There is a ramped approach to the laundry room
- The door is 850mm wide, over a level threshold and opens outwards
- There is 1900mm x 1900mm clear space
- There is only 600mm between the sinks and the machines
- The washing machine is top loading and the tumble dryer is front loading
- The dryer has token slots at the front. The washer has coin slots on top. Tokens are available from reception.
- The sinks are 800mm high with 750mm kneespace
- Lever taps available



Laundry - East Toilet Block

Information Room – West Site

- The information room is opposite the reception building
- There is a dropped kerb to a path which leads to the information room
- There is a steep short ramp to the door
- The door is 700mm wide, and opens inwards
- The room's dimensions are 1500mm x 1900mm
- Information is displayed between 700mm and 1500mm high



Information Room – East Site

- Information is displayed on the windows of the closed building at the entrance of the east side of the site
- There is a dropped kerb leading to the path around the information room
- The door is 750mm wide over a 50mm lip and opens inwards
- The room's dimensions are 3000mm x 2000mm

- Information is displayed on a shelf at 900mm high



Play Area - East Site

- There is a brick path from the roadway to the play area. There are 2 entrances, one via grass
- The gate is 1200mm wide
- The play equipment is mounted on safety flooring



Ball Area - East Site

- There is a ball area next to the playground area which is surrounded by a high mesh fence.
- There is only access across grass.
- There is a 1200mm wide opening.
- There is a hard ground to the ball area.



Service Points

- There are service points at regular intervals around the site, please check the site map for details
- There are some service points that have level access from the road way, but some on the east side of the site have access across grass.
- The paths around the service points can be as narrow 600mm wide
- The water taps are at a maximum of 740mm high, with cross head taps
- Chemical Waste Points can be found here too, which are 600mm high



Motorhome Waste Point

- There is one motorhome waste point on each side of the site
- The motorhome waste point on the west side is located near the toilet block
- The motorhome waste point on the east side of the site is located at a service point to the north west of the east side of the site
- The taps are 800mm high



West Motorhome Waste Point



East Motorhome Waste Point

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 on the west site and an assembly point opposite the information room on the east site 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

- Nene Valley Railway station is 0.2 miles from site
- There is a bus stop approximately 0.6 miles from site with regular buses to Peterborough

Taxi

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