

Accessibility Guide for Freshwater East 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/wales/pembrokeshire/freshwater-east-caravan-club-site/>

At a Glance



Level Access

- The site is set on various levels with some steep slopes throughout



Step only Access

- The facilities in Toilet Block A have step only access
- The information room has step only access
- The telephone room has step only access



Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in Toilet Block B



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

Freshwater East Caravan Club Site
Trewent Hill,
Freshwater East,
Pembroke,
Pembrokeshire,
SA71 5LJ, Wales

Arrival and Reception

Approach Route

- The site is accessed via a tarmac driveway
- The reception building is on the right hand side when you enter the site
- There is a proximity fob entry barrier to the site, with controls at 1200mm
- The ground is level in this area with hard surfaced paths linking facilities.

Parking

- A new arrival bay is set within a few metres of the Reception building.
- There are no visitor parking bays
- There are no late night arrival bays

Entrance into Reception

- There is a dropped curb leading to a small ramp to the reception door with a handrail to one side
- The Entrance door is 850mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards



Reception

- There is approximately 2400mm x 1800mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor with a dropped section at 750mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site slopes throughout, with some areas having much steeper access roads. There are several short, steep climbs which may require those with mobility issues to use vehicles to access.
- Pedestrians share vehicles routes, which are well maintained tarmac with no speed bumps

Pitches

- There are 142 pitches on site, 77 of which are hardstanding
- Temporary multipurpose access rubber 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.

Camping Pitches

- There are 4 camping pitches on site

- These are opposite toilet block 1
- All of the pitches are non electric

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block B

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block B, which is to the north west of the site, along the main access road
- The Accessible Toilet and Shower cubicle is accessed via the paved area around the toilet block
- The door is 900mm wide, over a level threshold and opens outwards
- The cubicle door is secured by a RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2500mm x 2600mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm, and the shower seat is 480mm above the floor level
- The clear space to the side of the toilet is 1000mm 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 1200mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There are two toilet and shower blocks, Toilet Block A which is to the north east on site, and Toilet Block B which is to the north west on site both of the toilet blocks are along the main access road
- There is parking for 1 vehicle adjacent to Toilet Block A
- Toilet block A has a paved brick path around, with dropped kerbs to access
- Toilet block B has a paved brick path around, with dropped kerbs to access
- The male and female facilities in both toilet blocks, have 700mm wide doors, the male and female facilities in Toilet Block A have a 100mm step in
- The female area in Toilet Block A has 6 WC cubicles, 3 Shower cubicles and 4 Washbasin Privacy cubicles
- The male area in Toilet Block A has 3 WC cubicles, 4 Urinals, 3 Shower cubicles and 4 Washbasin Privacy cubicles
- The female area in Toilet Block B has 6 WC cubicles, 6 Shower cubicles and 3 Washbasin Privacy cubicles
- The male area in Toilet Block B has 4 WC cubicles, 4 Urinals, 6 Shower cubicles and 3 Washbasin Privacy cubicles
- Both the female and male areas have a modified WC cubicle, a modified Shower cubicle and a modified Washbasin Privacy cubicle with grab rails to assist mobility
- Taps in block incorporate lever controls



Toilet Block A



Toilet Block B

Baby and Toddler Room - Toilet Block B

- There is a baby and toddler room in Toilet Block B
- The door opens to 900mm wide, with a level threshold and opens inwards
- There is a key code pad at 1600mm high
- The room's dimensions are 1500mm x 2200mm
- There is a low WC at 330mm
- There is a half bath with a shower above, this has thumb turn taps to operate
- There is a drop down baby change unit at 750mm
- The basin has lever taps



Other Facilities

Dishwashing – Toilet Block A

- Toilet Block A has an external Dishwashing Area with an open front
- There is a 200mm sloped step to the dishwashing area
- The clear space 2600mm wide but only 450mm deep
- There are 2 sinks in an 860mm high counter with 570mm knee space underneath
- There are lever turn taps available



Dishwashing – Toilet Block B

- There is a dishwashing room in Toilet Block B
- There is access to the room via the paved area around the toilet block
- The door is 900mm wide, over a level threshold and opens inwards
- There is 1650mm x 2300mm clear space
- There are 3 sinks in an 850mm high counter with 550mm knee space underneath
- There are lever turn taps available



Laundry – Toilet Block A

- The laundry room is accessed via the paved area around the toilet block
- The door is 750mm wide, over a 180mm threshold and opens inwards
- The room's dimensions are 1600mm x 2000mm
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There is 1 sink in a 860mm high counter with 570mm knee space below
- Lever turn taps fitted



Laundry – Toilet Block B

- The laundry room is accessed via the paved area around the toilet block
- The door is 900mm wide, over a level threshold and opens inwards
- The room's dimensions are 1700mm x 2200mm
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 2 sinks in an 850mm high counter with 550mm knee space below
- Lever turn taps fitted



Information Room – Adjacent to Reception

- The information room is 10 metres from the reception in a wooden shed
- The double doors open to 550mm wide either side, over a 100mm step
- The room's dimensions are 2000mm x 2000mm
- Information is displayed at 950mm high
- There is a call bell mounted on the outside of the door at 1550mm



Play Area

- There is a play area to the west of the site
- There is access via a grassed area
- The gate is 1150mm wide
- The equipment is mounted on safety flooring and grass



Dog Walk

- There is a dog walk to the west of the site
- There is access via an 800mm wide gate
- The ground is natural and uneven to the dog walk



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, with level access to the adjacent roadways
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 900mm high, with cross head taps
- Chemical Waste Points can be found here too
- The Chemical Waste Point taps are 1000mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located at Toilet Block B
- The taps are 1080mm high on a 120mm curb



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 the 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

- The Coastal Cruiser bus is approximately a 5 minute walk from the site, which goes to Pembroke.
- Buses for Tenby go from Lamphey

Taxi

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