

Accessibility Guide for Gatwick Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ gatwick@camc.com

☎ 01293 524834

🌐 <https://www.caravanclub.co.uk/club-sites/england/south-east-england/west-sussex/gatwick-caravan-club-site/>

At a Glance



Level Access

- The site is level throughout



Step only Access

- The Laundry, Dishwashing, Male and Female toilets all have 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

Gatwick Caravan Club Site
Charlwood Road,
Lowfield Heath,
Crawley,
West Sussex,
RH11 0QA

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side when you enter the site
- Access into the site is controlled via a vehicle barrier controlled by card access.
- 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 8 marked visitor parking bays within 16 metres of the Reception, however there are no disabled parking bays. The ground in this area is tarmaced and level.
- There is a grassed area immediately to the left of the entrance, which has space for 2 Late Night Arrivals

Entrance into Reception

- There are two ways to access the reception building, one via steps and one via a ramp, which is relatively steep (1:10 gradient) and 1200mm wide
- There is a level threshold into the 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 1500mm above ground level



Reception

- There is approximately 1400mm x 1900mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with no kneespace or dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally level throughout
- Pedestrians share vehicle routes which are tarmac which is damaged in parts. There are speed bumps on site, with limited space to the side of them

Touring Pitches

- There are 42 pitches on site, 26 of which are hardstanding
- 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 8 recommended hardstanding pitches within 40meters of the toilet block
- These pitches are within 130meters of the reception block
- Pitches are allocated according to need/preference. Please contact us in advance to discuss your requirements.

Camping Pitches

- There are 6 camping pitches on site on a grass field
- None of the pitches have electric connections
- The camping field is to the south of the site
- There is designated parking within the tent field



Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set in the middle of the site.
- The Accessible Toilet and Shower cubicle is accessed via a shallow ramp which is 1200mm wide with handrails to either side
- The door is 860mm wide, over a level, flush threshold

- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 16500mm x 3200mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 500mm, and the shower seat is 490mm above the floor level
- The clear space to the side of the toilet is 900mm 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



Standard Toilets and Washrooms

- There is one toilet and shower block in the middle of the site
- Limited parking is available next to the Toilet Block

- Entrance doors are accessed by a paved area, which is accessed via a dropped kerb
- There is a 120-130mm step at the threshold of the male and female toilets
- The female area has 3 shower cubicles, 3 WC cubicles, 4 privacy washbasin cubicles
- The male area has 4 urinals, 3 shower cubicles, 3 WC cubicles and 4 privacy washbasin cubicles
- Each male and female area, has a modified shower cubicle, WC cubicle and privacy washbasin cubicle with grab rails for assistance
- Taps in each block incorporate lever controls



Other Facilities

Dishwashing – Toilet Block

- 120mm step into the room
- The door is 790mm wide and opens outwards, it is usually held open
- There is limited space of 500mm in front of the sinks
- There are two sinks at 900mm high
- Lever taps are available



Laundry – Toilet Block

- 130mm step into the Laundry Room
- The door is 760mm wide with a pull catch that can be difficult to open for some people, the door opens outwards
- There is 1900mm x 2300mm circulation space
- There is a front loading washing machine with a coin slot at 1060mm high
- There is a front loading tumble dryer with a coin slot at 1060mm high
- There are two sinks are 920mm high with 860mm kneespace below
- Lever taps fitted



Service Points

- There are three Service Points on site, please check the site map for details
- There is level access to all service points from the roads
- The taps are 800mm high
- The paths around the service points can be as narrow as 700mm wide
- Chemical Waste Points can be found here too
- There is a waste point within the toilet block with an outward opening door and a step up



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the toilet block
- The taps here are 1500mm from the ground
- There is a lift off drain cover here



Recycling & Waste Area

- This site has a single waste and recycling area, please consult the Site Map for its specific location. If you have any concerns or questions please discuss with the site team during your stay.

Dog Area

- There is a dog area to the south of the site
- The area is accessed via grass
- There is a 1200mm wide gate to the area



Information

Written Information

- 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 are two assembly points on site, one is where the Late Night Arrival area is and the other is at the entrance of the tent field, 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

- Nearest bus stop by Gatwick Manor Hotel which is 1.5 miles from site, however there is no footpath to the bus stop
- There are trains from Gatwick Airport Train Station to London and Brighton

Taxi

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