

## **Access Statement**

### **Great Yarmouth**

#### **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**

The entrance is shared with the racecourse and there are therefore restrictions to site entry on race days. There are no site barriers or designated area for parking or late night arrivals. All arrivals on site can pull onto the level tarmac forecourt adjacent to reception and will then be directed to appropriate pitches. The site is level and the forecourt area is smooth, well maintained tarmac.

#### **Reception**

The reception facilities are located near the site entrance and can be accessed from the level driveway. Access to reception has a well-defined 70mm stepped threshold with a small mat externally which could be a trip hazard. The door has a restricted clear opening width of only 600mm. There is good space within the reception area near the reception desk which is all at one height of 850mm. There is no hearing induction loop system at the counter to assist hearing aid users. A seat is provided within the reception space.

#### **Pitches**

There are no designated accessible pitches although certain pitches can be reserved for people with disabilities dependent upon the requirements of the individual. All pitches are level and on grass. Suitable accessible pitches can be within 20m of reception, within 15m of the toilet block, which also houses other facilities, or adjacent to one of the three stand-alone service points. The routes from any pitch to the reception, toilet block or service points are level and over grass or via the tarmac drive. There are no roll-out access mats available at this site.

#### **Circulation around the Site**

Main pedestrian routes through the site share the vehicle roadways which have a firm, well maintained tarmac surface. The access drive is smooth, well maintained tarmac with speed bumps.

#### **Toilet Block**

The toilet block, which also houses other facilities, has space for parking within 30m on the adjacent drive. The area around the toilet block is smooth concrete paving with a continuous dropped kerb.

The **accessible combined WC and shower** is located in a stand-alone building to the front of the toilet block approached via a ramp laid to a shallow gradient ranging from 1:30 to 1:20 with a handrail to one side. The threshold is level and there is a wide outward opening door for access. The door is opened by a RADAR key, which does mean that it is also accessible to visitors to the racecourse. The room is very well equipped and to a high level of accessible design and specification. The WC is for left-hand transfer whilst the shower is for right-hand transfer. There are separate alarm cords to the WC and shower however the reset button is remote from both. The grab rails have excellent visual contrast.



**Male and female facilities** have separate entrances and each has a step up into them with no handrails to the side for assistance. The toilets are kept locked to restrict access by visitors to the adjoining racecourse and a key is provided to all residents to gain access. None of the toilet facilities are fitted with grab rails. One urinal in the male toilets is fitted at a low level and all of them have privacy screens.

### Other Facilities

The **information room** is located immediately adjacent to reception and has a 100mm well defined stepped threshold with a door having a clear opening width of 720mm. There is adequate space inside however the shelving is all at 1060mm from floor level making access to the information difficult for a wheelchair user.

The **laundry** room has a 170mm stepped threshold with a door having a clear opening width of 770mm that is heavy to open. The sinks are all at one level of 900mm from floor level and have screw-top taps. The washer is top-loading and the dryer is front-loading.

The **dishwashing area** is located in the toilet block and completely open but under cover. There is a step of 150mm up into the facility and the sinks are all at a height of 900mm from floor level, with screw-top taps.

A **public telephone** is sited adjacent to the Information room. This is a small kiosk, 840mm square; the 750mm wide doorway has a well-defined 110mm stepped threshold. The telephone is mounted at 1300mm from floor level.

The facilities at the purpose designed **service points** include rubbish bins, drinking water top-up, waste water disposal and chemical toilet emptying points. The gullies to the water pipes and for waste water are level with the ground and present no barrier. The chemical toilet emptying points are all raised a good 600mm above finished floor level therefore requiring the chemical toilet to be lifted to this height to be emptied.