

Accessibility Guide for Hawes Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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At a Glance

Level Access

- The site has a gentle incline throughout but is fairly level

Step only Access

- The games room has step only access

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block
- Accessible separate shower room with toilet and sink

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

Hawes Caravan Club Site
Brunt Acres Road,
Hawes,
North Yorkshire,
DL8 3PS

Arrival and Reception

Approach Route

- Access onto the site is via a two way tarmac driveway, which runs through the site, to the reception building
- The reception building is towards the north of the site, the driveway leads directly to the reception building
- There is no entrance barrier to the site
- The ground is level in this area with hard surfaced paths linking facilities.

Parking

- A new arrival lane is set within a few metres of the Reception building, around a small roundabout allowing for more arrivals and ensuring that vehicles are facing the correct direction once they have checked in
- There is a visitor parking area behind reception, on loose stone chippings, with space for 4 vehicles
- There are 3 Late Night Arrival Bays, with electric hook ups

Entrance into Reception

- There is a dropped kerb, which gives access to a 1000mm wide ramped footpath with a 950mm x 1700mm level landing at the top of the ramp. There is a weather canopy over the path
- The Entrance door is 750mm wide over a 20mm threshold
- The entrance door is not power assisted, and opens inwards



Reception

- The clear space is approximately 2400mm x 4100mm, but narrows to 1200mm between the wall and desk at the further end of the room
- The reception desk is set 880mm above the floor and incorporates a dropped section at 780mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site has a gentle incline throughout, but is fairly level
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 119 pitches on site, all of which are hardstanding
- Temporary multipurpose access rubber matting is not provided
- There are 14 designated accessible pitches, these pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- 5 of the designated pitches are between 60 metres to 100 metres from reception and 15 metres to 55 metres from the toilet block
- 9 of the designated pitches are between 100 metres to 150 metres from reception and 10 metres to 40 metres from the toilet block
- Pitches are allocated according to your needs or preference, so please contact the site in advance to discuss your requirements.

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 toilet block is on a level ground and can be accessed via dropped kerbs to the path, which are slightly sloped
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by a RADAR key. Which can be borrowed from Reception
- The cubicle's overall dimensions are 2500mm x 1800mm
- The WC pan is right hand transfer.
- There is no drop down shower seat, however a moveable shower chair is provided
- The toilet seat is 480mm above the floor level
- The clear space to the side of the toilet is 600mm 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 900mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm 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
- Parking is available next to Toilet Block
- Entrance doors are accessed by a paved area
- The male and female toilets have 750mm wide doors that opens inwards
- In the female toilets there are 9 WC Cubicles, 7 Privacy Washbasin Cubicles and 6 Shower Cubicles
- In the male toilets there are 5 Urinals, 5 WC Cubicles, 8 Privacy Washbasin Cubicles and 6 Shower Cubicles
- Both of the male and female areas include a modified WC Cubicle, a modified Privacy Washbasin Cubicle and a modified Shower Cubicle for ambulant disabled people.
- 4 of the Shower Cubicles, including the modified shower cubicles, in both male and female toilets have a 60mm step between the wet and the dry areas. 2 of the Shower Cubicles are level between the wet and the dry areas
- Taps in each block incorporate lever controls



Baby and Toddler Room - Toilet Block

- The baby and toddler room is accessed via a paved area around the toilet block
- The door is 750mm wide and over a level threshold and opens inwards
- The rooms dimensions are 2250mm x 2250mm, with a 1500mm turning circle internally
- The WC is 430mm above the ground
- There is a half sized bathtub with a shower over the top, with lever grip taps
- There is a changing surface at 550mm high
- There is a wall mounted, drop down baby changing table at 900mm high



Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area

- The door is 750mm wide over a level threshold and opens inwards
- There are 4 sinks at 850mm high with 650mm knee space
- All of the sinks have lever taps



Laundry – Toilet Block

- Level access via paved area
- The door is 850mm wide over a small lip at the threshold, and opens outwards
- The door requires a key to access, which can be borrowed from reception with a key lock at 1600mm high
- There is approximately 1900mm x 1300mm clear space
- There is one top loading washing machine and one front loading tumble dryer
- The token slots are at 1050mm high for the machines
- There are 2 sinks at 850mm high with 650mm knee space beneath
- Lever taps are fitted



Information Room – Reception Building

- Access via the path with dropped kerbs, around reception
- The door is 750mm wide over a 20mm lip at the threshold and opens inwards
- There is 1700mm x 2000mm clear space internally
- Information is displayed on shelves at 600mm and 1000mm high



Old Telephone Booths - Inside The Information Room

- There are 2 small booths inside of the information room, previously used for telephones, that now house a variety of books, games and information
- The openings to each are 600mm wide
- Each booth is only 700mm x 700mm



Games Room

- Within a building adjacent to reception
- There is access via a sloped roadway, and a dropped kerb
- The door opens to 800mm wide, over a 100mm threshold and opens inwards
- The room is very large and allows a minimum of 1000mm wide spaces between equipment
- There is a variety of table top game tables available, please ask at reception for more information



Play Area and Picnic Area

- There is a play area in a north west field of the site
- This can be accessed via a large double gate
- The area is a large grass field with picnic tables, the grass does slope slightly



Dog Field

- There is a large dog field to the east of the site
- This can be accessed via a 900mm wide gate, with a latch at 1100mm high
- The field is grass, sloping and can be uneven
- There are dog walks to the north and the south of the site



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 to access them from adjacent roadways
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Emptying Points can be found here too with taps at 1100mm high and ledges at 480mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the toilet block
- The taps are 1130mm above a 60mm high kerb



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.

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 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

- There is a bus stop approximately 10 minutes from the site, with buses to Layburn and beyond

Taxi

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