

## **Access Information Statement**

### **Hebden Bridge**

#### **Contact Information**

For those wishing to contact Caravan and Motorhome Club by phone, text or talk 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 text help. The Website complies with the W3C level A guidelines.

#### **Arrival and Car Parking Facilities**

This site is approached by a tarmac-surfaced, level drive that opens out either side of the reception building. There is no barrier. There is no visitor parking, but there is one late arrivals space, located on the tarmac surface immediately adjoining the reception building. This is a generally level site, with a level tarmac surface around the reception building, and loose stone-chippings surfaces to the roads towards the pitches.

#### **Reception**

From the level tarmac road surface, there is a shallow drain gulley adjoining the level entrance, but this does not restrict access. The inward-opening door has 790mm clear opening width. The call bell for attention is on the door frame at 1370mm height. Internally, there is space for a turning circle of 1500mm for wheelchair users, and the counter is at 950mm height, with a lower section of 700mm width and at 750mm height at the fold-down flap. There is no hearing induction loop system to assist hearing aid users.

#### **Pitches**

There is one identified accessible pitch that is immediately adjacent to the water service point. It has a loose stone chippings surface. No roll-out mats are available. The access road to the water service point and for most of the distance to the reception building surfaced with is loose stone chippings and level. The accessible pitch is 45m from reception, 55m from the telephone and information centre, and 10m from the water service point. There are 2 other potentially accessible pitches, of similar stone chippings surface, at around 55m from reception, 60m from the telephone and water service point, and 20m to 25m to the water service point.

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

The site is in a rural, riverside location, and is generally level. The even, tarmac-surfaced main site roads are for shared vehicular and pedestrian use. There are loose stone chippings roads leading off the main roads to groups of pitches with grass and loose stone chippings surfaces.

#### **Toilet Blocks**

The site does not have a toilet block. The site does not have an accessible WC or shower.

### **Other Facilities**

There is no **dishwashing room** or **laundry**.

The **public telephone** and **information centre** are contained within the reception building.

**The public telephone booth** entrance has a slight fall from the tarmac road, with a shallow drain gulley, and a wooden threshold of 20mm height. The inward opening entrance door has a clear opening width of 790mm. Internally there is restricted space for a wheelchair user, at 1150mm x 800mm, with a telephone with no hearing enhancement, and a coin slot height of 1500mm.

**The information centre** is in the reception building, but has separate access by way of a slight fall from the adjoining tarmac road, over a shallow drain and level threshold. The inward opening door has 790mm clear opening width. Internally, there is restricted space for a wheelchair manoeuvre, at 1400mm x 1200mm. Information is displayed on a shelf at 900mm in height.