

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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At a Glance

Level Access

- The site is relatively level throughout

Step only Access

- There is no step only access, however the dog walk has a steep and uneven path

Accessible Toilets and Showers

- There are no toilet or shower facilities on site

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

Hebden Bridge Caravan Club Site
Cragg Vale,
Hebden Bridge,
West Yorkshire,
HX7 5RU

Arrival and Reception

Approach Route

- The site is accessed via a tarmac road
- The reception building is accessed through the site on a tarmac road
- There is no barrier to the site, however there is a gate at the entrance which is left open during the day (except during site staff's lunch hour).
- 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 is no visitor parking on site
- There is no late night arrival bays

Entrance into Reception

- There is a dropped kerb to the pavement around reception
- The Entrance door is 790mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1370mm above ground level



Reception

- There is approximately 2500mm x 3000mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor with a lowered section at 750mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally level throughout

- Pedestrians share vehicles routes, the main roads are well maintained tarmac but there are further roads that are loose stone chippings

Pitches

- There are 47 pitches on site, 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 is 1 hardstanding pitch, which is adjacent to the water service point and within 45 metres of the reception building

Toilets and Changing Facilities

There are no toilet or shower facilities on site

Other Facilities

There are no dishwashing or laundry facilities on site

Information Room – Adjacent to Reception

- The information room is within the reception building
- The door opens to 850mm, over a level threshold and opens inwards
- The room's dimensions are 2500mm x 1200mm
- Information is displayed on a shelf 1000mm high



Service Points

- There is one Service Point on the site, please check the site map for details
- The service point is on concrete setting, with level access from adjacent roadways
- The paths around the Service Point can be as narrow as 850mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Waste Points can be found here too with a tap at 1100mm high



Service Point

Motorhome Service Point

- There is one Motorhome Service Point on site, located near the reception
- The taps are 750mm high, mounted on a 100mm 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 near the reception building
- 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 service which passes the site, which runs to Mytholmroyd, Hebden Bridge, Halifax, Howarth and Huddersfield
- Mytholmroyd train station is 1 mile from the site with frequent services to Leeds and Manchester

Taxi

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