

## **Access Information Statement**

### **Henley Four Oaks**

#### **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 barrier at the entrance to the site opens automatically for entry but requires a proximity card from reception to exit. There are 2 readers for the cards, at a height of 1100mm. There are 10 marked visitors' parking bays in an area opposite the reception. There are no marked bays and no designated space for disabled people. New arrivals can stop immediately outside the reception building.

#### **Reception**

There is a dropped kerb to the pavement in front of the reception building with a 30mm bull-nose edge. The paving slopes up to door at a gradient of 1:16. There is a 180mm step and 60mm stepped sill into the reception area. The door opens inwards giving an effective clear width of 740mm. A grey bell, with an LED indicator, is on the door frame at 1320mm high. The reception area provides limited space for a wheelchair user to manoeuvre, having a depth of 1240mm between 2 refrigerators and the counter. The reception counter height is 950mm. There is currently no hearing induction loop system to assist hearing aid users.

#### **Pitches**

There are no pitches permanently designated for disabled people. 5 gravel surfaced pitches nearest the toilet block are normally used for disabled people; there are 3 grass pitches that could also be used. Pitches are allocated according to individual preferences. Roll-out mats are not available. From the closest gravel pitch, the accessible toilet is 35-40m, the toilet block is 25-45m and reception is approximately 80m away.

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

The site is mainly level, apart from some gentle slopes around the play area. The tarmac roads are used by both vehicles and pedestrians and there are no designated pedestrian paths apart from the sites' facilities. The central circular road is one-way.

#### **Toilet Block**

The toilet block is 120m from reception. Parking is available, but there are no marked spaces.

The **accessible WC and shower** is accessed via the path along the side of the building, which has a double slope outside the parent and toddlers' room with gradients between 1:10 and 1:18. There is a ramp up to the entrance, 1640mm wide and with a gradient of 1:10. There is a barrier rail but no handrails. Access is with a RADAR key available from reception. The outward-opening door has an effective clear width of 840mm. The threshold is flush. The room is 2860mm x 2210mm, which provides adequate manoeuvring space for wheelchair users. The WC is left-hand transfer. The washbasin is 400mm from the front of the WC pan. The shower area is level access. There is a small drop-down seat for right-hand transfer, but the transfer space is limited by a projecting radiator.

The shower control is a lever mixer tap, the adjustable shower head is from 1170mm to 1710mm. The horizontal grab rail is at 700mm high and the vertical grab rail is centred at 1100mm from the floor. The cubicle has an alarm system.

There is level access to both the **male and female toilet facilities**, but both have a step up of 180mm at the door. The entrance door to the male facilities has clear width of 780mm, the inner lobby door has a clear width of 740mm. The entrance door to the female facilities has clear width of 700mm, the inner lobby door has a clear width of 750mm. Male and female facilities have 1 WC cubicle with a horizontal grab rail; both have a privacy cubicle with a horizontal grab rail; both have shower cubicles with a 150mm step down into the wet area, 1 cubicle in each has a horizontal grab rail.

### **Other Facilities**

The **information room** is accessed from the road via a dropped kerb with a 30mm bull-nose edge, giving onto sloping concrete with a gradient of 1:12 up to the door. There is a step of 180mm into the hut. Double outward-opening doors are held open to give an 1140mm opening width. Inside, there is adequate space for a wheelchair user to manoeuvre. Leaflets are displayed in a rack from 600mm to 1200mm and on a shelf all around the room at 940mm.

The **dishwashing area** inward-opening door has an effective clear width of 850mm. Inside there is adequate wheelchair manoeuvring space. There are two sinks at 900mm high and one lower sink at 760mm high, with knee space underneath; all have knob-type taps.

The **laundry** is accessed via the paved footpath at the side of the building. There is a double slope outside the door, with gradients of 1:11 to 1:13 along the path and 1:8 across the path up to the door. There is a sloping concrete sill with a 15mm weather strip. The fully glazed inward-opening door has an effective clear width of 850mm. There is limited space internally with a maximum clear width of 1080mm between the sinks and the machines. There are two stainless steel sinks at 900mm high with no knee space underneath and knob-type taps. There is one top-loading washing machine and one front-loading dryer, with coin slots are 1070mm high, and controls at 1040mm at the back of the machines. There is also a front-loading washing machine with a coin slot at 1020mm and front controls.

The **baby and toddlers' room** is accessed via the paved path at the side of the building. The path has a double sloped area outside the door with gradients of 1:12 to 1:17 in the direction of the path and a gradient of 1:9 across the path up to the door. The solid timber door opens outwards, and has an effective clear width of 750mm. Inside, the manoeuvring space is slightly limited, being 1420mm x 2250mm maximum, but it should be usable by most people. The room has a child's WC, a drop-down baby change mat at 860mm, a small bath with seating ledge, and a washbasin at 740mm with lever taps.

There are three **service points**: one as part of the toilet block, and one at the south end of the site, both with chemical closet emptying points, and one in the north part of the site with water only. The emptying point is 480mm from the floor. The service point at the south end of the site, beside the motor home waste point, is on a concrete pad at the side of the road, with no dropped kerb. The path to reach the chemical closet emptying point is 660mm wide and the emptying point is 450mm from the ground. Space in front of the dustbins is restricted. The service point in the south part of the site is flush with the road. All taps have single cross-top heads, and are at 1200mm from the ground.

The **motor home waste point**, in a lay-by off the access road, is not signed but is marked on the site map. The waste outlet is covered with a metal manhole cover, with a two lifting rings.

There is a fenced **play area** at the northern end of the site accessed across a grass and a gravel path 1130mm wide. Equipment provided includes a slide, climbing frame, double swing, and a bouncing pole.