

Access Statement

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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

There is space in the forecourt in front of reception for new arrivals to park their outfits. There is no designated area for visitor parking however there is space available in front of the site office. There is no designated accessible parking bay however there is ample forecourt space for accessible parking. The surface of the forecourt is smooth tarmac. There is space for 1 late night arrival in the forecourt opposite the site office, water is available but no electric hook-up point. Parking can be close to reception. The route is across the smooth level tarmac forecourt.

Reception

The entrance has a small step up of 40mm and a threshold of 75mm. Both are clearly marked and visible however there is no grab handle at the side of the door. The call bell is 1000mm away from the entrance door on the fence. This bell is 1200mm from the ground level but not clearly visible nor is there a sign to it. The internal space is very tight and offers little room for a wheelchair user to manoeuvre. No visitor seating is provided, however, there is a chair behind reception for use if required. The reception desk/counter is 870mm high and clearly visible but there is no knee space. There is no hearing induction loop system to assist hearing aid users.

Pitches

There are 76 pitches on the site; none of them are permanently designated for people with disabilities. Allocation of pitches is flexible on request and subject to availability. The recommended accessible pitches are level. Access to reception from the recommended accessible pitches is via the driveway that has slopes of up to 1:10 for stretches of several metres. The service points have level access from the recommended accessible pitches. There is a mixture of grass, concrete and crushed compacted stone pitches. No roll-out mats are available. The 3 grass pitches recommended for accessible use are 220m from the site office. The 3 hard pitches recommended for accessible use are 220m from the site office. All recommended accessible pitches are within 20m of a service point and the route is level.

Circulation around the Site

The drive around the site is a mixture of smooth tarmac, concrete or pebbled surface. There are some potholes but no speed bumps. There are no footpaths within the site.

Toilet Block

There is no toilet block or accessible toilet facilities on the site.

Other Facilities

Parking is available adjacent to all the facilities. Pedestrian routes are all via the main drive around the site which is a mixture of smooth tarmac, concrete or pebbled surface. There are some potholes but no speed bumps. There are small steps up into the information room and the telephone kiosk neither of which have a grab handle fitted.

The **information room** is adjacent to the site office and has an effective clear door opening width of 720mm. Internal space allows for a wheelchair to manoeuvre. Information is displayed on shelves at 800mm from floor level; some books for lending are on a shelf at high level.

A small **telephone kiosk** is adjacent to the site office it has an effective clear door opening width of 650mm. Internal space does not allow for wheelchair access. The telephone is mounted at 1250mm from floor level and the coin slot at 1350mm from the floor.

There are 3 **service points** around the site and 1 **motorhome waste disposal point**. Drinking water and waste water disposal is available at 3 service points; these all have gullies flush with the ground. The lip to the chemical closet emptying point is 600mm from the floor making emptying difficult for people with mobility impairments. A motor home emptying point is available adjacent to one of the service points. There is drinking water at the entrance forecourt

The **dog walk** is not accessible to wheelchairs and would be difficult for an ambulant disabled person to use.