

Access Information Statement

Hillhead

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 of Car Parking Facilities

There is a keypad code operated entry barrier to negotiate to access the site. These are currently set 500mm back from the road and may be difficult for some people. Visitor parking is provided. There are 3 marked bays on good tarmac surface, however none are designated for disabled drivers. Visitor parking is located approximately 58m from the reception building, which is accessed by a gently sloping route. There are 2 late arrivals areas, 77m and 180m from reception.

Reception

These facilities are located near the site entrance. There is a level change up to the reception building with a dropped kerb for wheelchair users, a step and a ramp. The entrance door has a clear opening width of 830mm and the threshold is level. The door is easy to open and there is a good lever handle. Internally there is a clear manoeuvring space of 4100mm x 4800mm, seating is provided and there is a high and lower level reception counter. The reception is not currently fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are a total of 239 pitches on the site. There are no pitches permanently designated for disabled people. 18 pitches, located nearest to the toilet blocks are often recommended. The nearest of these recommended pitches is around 50m from reception and the furthest is over 160m. The recommended pitches are between 40m and 120m from the toilet blocks. The site is sloping but the gradients near the recommended pitches and associated service point are relatively shallow ranging from 1:18 to 1:36. A pedestrian path to the west toilet block is steeper at around 1:6 - 1:9.

Circulation around the Site

Main pedestrian routes through the site share the vehicle roadways, which have a firm, well-maintained tarmac surface. Gradients around the site can be steep at up to 1:18 and some paths to toilet blocks are steeper at 1:6-1:9.

Toilet Blocks

There are two toilet blocks on the site, each with an identical layout. Each has space for parking adjacent, including wider accessible parking bays if visitors need to use their car to reach it. The path to the west block is steep at 1:6-1:9 and to the east block, the path is 1:12. There is a main entrance and central lobby serving toilet facilities. The door has a 780mm clear opening width through one door leaf and level threshold.

There is a combined **accessible WC and shower** in each toilet block, accessed using a RADAR key. The outward-opening door have a level threshold and an 880mm clear opening width. The room size is 2130mm wide x 2900mm deep. The toilet and shower seat are both left-hand transfer and there are grab rails provided to assist, and a loose shower seat. An emergency alarm system is provided. The taps and controls are lever type to assist people with limited manual dexterity.

The **male and female toilets** have doors with a clear opening width of 780mm and a level threshold. In both male and female toilets, one shower cubicle, one washbasin privacy cubicle and one WC cubicle is fitted with grab rails to assist ambulant disabled people. The taps to the washbasins are lever type to assist people with limited manual dexterity.

Other Facilities

There is a **baby and toddler room** in each toilet block containing child height toilet, small bath, washbasin and baby change bench. The rooms have level thresholds and easily opening doors with a clear width of 770mm. The rooms are 2800mm x 2000mm but the clear usable floor area is restricted at around 1000mm in width. There are no grab rails to assist disabled people, and bath and shower controls are not lever type, which may be difficult for some people. The fold down baby-changing bench is set at 880mm high.

There are **laundry** facilities located in the toilet blocks, accessed from the central lobbies. The doors have a 780mm clear opening. The internal circulation space is narrow at 1380mm down to 780mm in places which may be difficult for some people. There are front-loading washing machines. The coin slots are generally within reach at 1000mm from the floor. Sinks are at 900mm with one at a lower level of 740mm. The taps are non-lever type, which may be difficult for people with limited manual dexterity. The iron and iron coin-slot is at 1200mm from the floor.

The **dishwashing areas** are located outside the toilet blocks. There are six sinks set at 820mm high intended to be accessible for seated and standing users. Taps are lever taps to assist people with limited manual dexterity.

The **information room** and **telephone** are provided next to the reception building with ramped and stepped access. There is space for parking if visitors need to use their cars to visit the facilities. The door to the information room has an 820mm clear opening width and a level threshold. Internally, the space has a clear area of 2800mm x 3000mm and a display shelf at 930mm high.

There is a **shop, restaurant, games room and bar** on the site, located in a separate building approximately 50m from the reception building. All these facilities have level access. There are also toilets provided in this building including male, female and wheelchair accessible toilet.

The **swimming pool** is located adjacent to the bar and restaurant building where there are male and female changing rooms. There are no wheelchair accessible changing rooms and there is a stepped route between the changing rooms and the poolside. There is an

alternative ramped route to the pool outside the building. The poolside showers are level access. There is no hoist to assist disabled people into the pool.

There is a **public telephone** located near the reception. The phone has adequate circulation space inside of 1500mm x 2000mm, a chair is provided and the phone is set at a height of 1100mm. The phone has an inductive coupler to assist hearing aid users.