

## Accessibility Guide for Hillhead Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ [hillhead@camc.com](mailto:hillhead@camc.com)

☎ 01803 853204

🌐 <https://www.caravanclub.co.uk/club-sites/england/devon-and-cornwall/devon/hillhead-caravan-club-site/>

### At a Glance

#### Level Access

- The site slopes throughout, with some very steep hills, there is level access to each facility in at least one area

#### Step only Access

- Toilet Block C has a 100mm step in to each of the small toilet cubicles

#### Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block

#### 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

Hillhead Caravan Club Site  
Hillhead,  
Brixham,  
Devon,  
TQ5 0HH

## Arrival and Reception

### Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side of the entrance lane
- Gate from the main road is kept open during the day
- There is a fob operated barrier to access the main site
- The ground is level in this area with hard surfaced paths linking facilities.

### Parking

- New arrival bays are set within a few metres of the Reception building.
- There is visitor parking area, approximately 58 metres from reception, with 3 marked visitor bays, however none of these are designated disabled bays
- There are 2 Late Night Arrival bays, one 77 metres and one 180 metres from reception

### Entrance into Reception

- There is a level change up to reception, via a dropped kerb and a step or a ramp
- The entrance door is 850mm wide, with a level threshold
- The entrance door is not power assisted, and opens inwards





Entrance to reception

## Reception

- There is approximately 4100mm x 4400mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor and incorporates a dropped counter top at 750mm high
- The desk is not fitted with a hearing loop
- During the winter months, when the shop in the complex is closed, there are some items available for sale



## Getting around the Site

- The site slopes throughout, and there are some steep gradients, particularly around the paths to the toilet blocks and to the south east of the site
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

## Pitches

- There are 256 pitches on site, 111 of which are hardstanding
- Temporary multipurpose access rubber 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 are 18 pitches that are recommended for people with accessibility needs, these are on a fairly shallow part of the site, however the path to the west Toilet Block is much steeper. These pitches are between 50 metres and 160 metres from reception, and between 40 metres and 120 metres from the toilet block.



## Toilets and Changing Facilities

### Accessible Toilets and Bathing Facilities – Toilet Block A

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block A which is set to the middle of the site, and close to the reception block.
- The toilet block is accessed via a dropped kerb and a sloping pathway or via a set of 4 steps
- The Accessible Toilet is accessed via a central lobby, the main entrance door to the central lobby is 800mm over a level threshold
- The door is 900mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2100mm x 2800mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm, and the shower seat is 550mm above the floor level
- The clear space to the side of the toilet is 1500mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1400mm above floor level
- The basin taps and shower controls are fitted with levers



## Accessible Toilets and Bathing Facilities – Toilet Block B

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block B which is set to the east of the site.
- The toilet block is accessed via a steep path with two large steps at the top
- The Accessible Toilet is accessed via a central lobby, the main entrance door to the central lobby is 800mm over a level threshold
- The door is 900mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2100mm x 2800mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 550mm above the floor level
- The clear space to the side of the toilet is 1500mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1400mm above floor level
- The basin taps and shower controls are fitted with levers



## Standard Toilets and Washrooms

- There are two identical toilet and shower blocks, one to the middle of the site close to the reception block, and one to the east of the site
- There is also a small toilet block to the north of the site, which houses two toilet cubicles
- Parking is available directly outside of Toilet Block A, including 2 marked disabled bays
- The entrance doors to the toilets in Toilet Block A and B are accessed via a central lobby, the main entrance door to the central lobby is 800mm over a level threshold
- The entrance doors to the male and female areas are 780mm over a level threshold
- The female area in Toilet Block A has 8 WC cubicles, 7 Shower cubicles and 8 Washbasin Privacy cubicles
- The male area in Toilet Block A has 6 WC cubicles, 5 urinals, 7 Shower cubicles and 8 Washbasin Privacy cubicles
- In both of the male and female areas in toilet blocks A and B, there is a modified WC cubicle, modified washbasin privacy cubicles and shower cubicle with grab rails to assist mobility
- Taps in each block incorporate lever controls



Toilet Block A



Toilet Block B



Small Toilet Block - only 2 cubicles

### Family Room 1 - Toilet Block A

- There are two family rooms within Toilet Block A, these are accessed by the central lobby in the toilet block
- The door is inwards opening, 750mm wide and over a level threshold
- The room's dimensions are 1850mm x 2100mm
- There is a standard key required to access the Family Room, which may be borrowed from reception
- There is a slightly lowered WC at 420mm
- There is a shower with a wall mounted seat, at 480mm high
- The shower controls are 1300mm high





## Family Room 2 - Toilet Block A

- There are two family rooms within Toilet Block A, these are accessed by the central lobby in the toilet block
- The door is inwards opening, 750mm wide and over a level threshold
- The room's dimensions are 1850mm x 2100mm
- There is a standard key required to access the Family Room, which may be borrowed from reception
- There is a slightly lowered WC at 420mm
- There is a shower with a wall mounted seat, at 480mm high
- The shower controls are 1300mm high





## Baby and Toddler Room - Toilet Block A

- There is a Baby and Toddler Room within Toilet Block A, which is accessed by the central lobby in the toilet block
- The door is inwards opening, 850mm wide and over a level threshold
- The room's dimensions are 2800mm x 2100mm, however the room narrows to 1400mm at the side of the bath
- There is a lowered WC at 330mm
- There is a half sized bath tub with a shower above, with twist turn taps to operate
- There is a wall mounted, drop down baby changing unit at 900mm high
- There is a shelf in corner of the room at 720mm high
- The taps at the basin are lever type



## Family Room 1 - Toilet Block B

- There are three family rooms within Toilet Block B, these are accessed by the central lobby in the toilet block
- The door is inwards opening, 750mm wide and over a level threshold
- The room's dimensions are 1850mm x 2100mm
- There is a standard key required to access the Family Room, which may be borrowed from reception
- There is a slightly lowered WC at 420mm
- There is a shower with a wall mounted seat, at 480mm high
- The shower controls are 1300mm high



## Family Room 2 - Toilet Block B

- There are three family rooms within Toilet Block B, these are accessed by the central lobby in the toilet block
- The door is inwards opening, 750mm wide and over a level threshold
- The room's dimensions are 1850mm x 2100mm
- There is a standard key required to access the Family Room, which may be borrowed from reception
- There is a slightly lowered WC at 420mm
- There is a shower with a wall mounted seat, at 480mm high
- The shower controls are 1300mm high



### Family Room 3 - Toilet Block B

- There are three family rooms within Toilet Block B, these are accessed by the central lobby in the toilet block
- The door is inwards opening, 750mm wide and over a level threshold
- There is a 950mm x 1200mm entry at the door, and the main room's dimensions are 1850mm x 2100mm
- There is a standard key required to access the Family Room, which may be borrowed from reception
- There is a slightly lowered WC at 420mm
- There is a shower with a wall mounted seat, at 480mm high
- The shower controls are 1300mm high



### Baby and Toddler Room - Toilet Block B

- There is a Baby and Toddler Room within Toilet Block B, which is accessed by the central lobby in the toilet block
- The door is inwards opening, 850mm wide and over a level threshold
- The room's dimensions are 2800mm x 2100mm, however the room narrows to 1400mm at the side of the bath
- There is a lowered WC at 330mm
- There is a half sized bath tub with a shower above, with twist turn taps to operate
- There is a wall mounted, drop down baby changing unit at 900mm high
- There is a shelf in corner of the room at 720mm high
- The taps at the basin are lever type





## Other Facilities

### Dishwashing – Toilet Block A

- The dishwashing area can be accessed via the paved area around the toilet block
- The dishwashing area is housed in an undercover area, outside of the toilet block
- There is an 800mm wide entryway into the dishwashing area, with no door
- There are 6 sinks at 820mm high, 3 on either side, facing each other
- There is 1000mm x 3200mm clear space behind each row of sinks
- Lever taps available





### Dishwashing – Toilet Block B

- The dishwashing area can be accessed via the paved area around the toilet block
- The dishwashing area is housed in an undercover area, outside of the toilet block
- The dishwashing area is open fronted
- There are 6 sinks at 820mm high, 3 on either side, facing each other
- There is 1000mm x 3200mm clear space behind the front row, there is 3200mm x 3200mm clear space behind the back row
- Lever taps available





## Laundry – Toilet Block A

- The Laundry is accessed from the central lobby within the toilet block
- The door is 800mm wide over a level threshold and opens inwards
- There is 1900mm x 4900mm circulation space in front of the washing machines and sinks and 850mm x 2300mm in front of the dryers and shelf
- There are 3 front loading washing machines, with token slots at 1000mm
- There are 3 front loading tumble dryers, with token slots at 1000mm
- There are 2 sinks at 900mm with 820mm knee space, and 1 lowered sink at 750mm with 670mm knee space
- The taps are lever type



## Laundry – Toilet Block B

- The Laundry is accessed from the central lobby within the toilet block
- The door is 800mm wide over a level threshold and opens inwards
- There is 1900mm x 4900mm circulation space in front of the washing machines and sinks and 850mm x 2300mm in front of the dryers and shelf
- There are 3 front loading washing machines, with token slots at 1000mm
- There are 3 front loading tumble dryers, with token slots at 1000mm
- There are 2 sinks at 900mm with 820mm knee space, and 1 lowered sink at 750mm with 670mm knee space
- The taps are lever type



### **Information Room – Adjacent to Reception**

- The information room is next to the reception within the same building
- There is ramped and stepped access into the information room
- The door is 850mm wide over a level threshold and opens inwards
- The room's dimensions are 2800 x 3000mm
- Information is displayed between 300mm and 1200mm high



### Telephone Room - Adjacent to Reception

- The telephone room is next to the information room
- The door opens to 850mm wide over a level threshold and opens inwards
- The telephone room is 1850 x 1250mm
- The phone is at 1200mm high with an inductive coupler



### Playground

- There is a children's playground to the north east of the site



- The playground is accessed via a concrete path and a large grass area, these both slope upwards towards the playground
- There is a 1200mm wide gate with a latch at 1050mm high latch
- The play equipment is mounted on safety flooring and grass



### Playing Field

- The playing field is behind the playground
- This is a large grass field but it does slope throughout



### Dog Walk

- The dog walk is behind the playing field

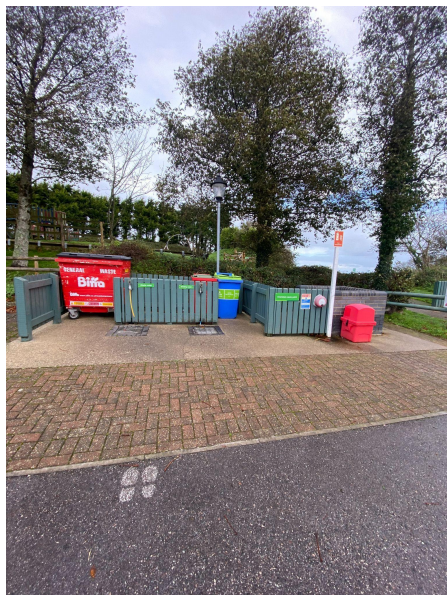
- There is a large double gate to access
- The field slopes throughout



## Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- There is level access from the adjacent roadways
- The paths around the Service Points can be as narrow as 1000mm wide
- The water taps are at a maximum of 900mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 900mm high





### Motorhome Waste Point

- There is one Motorhome Waste Point on site, located in the middle of the site, close to the playground
- The taps are 1150mm above a 150mm high curb



### Complex

- There is a complex on the site near the main entrance, and close to reception
- There is a shop, a restaurant and bar, toilets and a swimming pool
- There is space for 4 cars to park including 2 disabled bays



## Shop

- The shop is to the front of the complex
- There is level access into the shop
- The door opens to 750mm over a level threshold, and opens outwards
- The main counter is 1050mm high
- The shopping isles are at least 900mm wide
- The shop is closed during the winter months, and there is a selection of items available to purchase in the reception



## Restaurant and Bar

- The restaurant and bar is within the same building as the shop and sports bar
- The main double door opens to 800mm wide over a level threshold and opens outwards



- The counter for the bar is 1050mm high, with no dropped section
- The main restaurant room is very large with at least 1000mm clear space between the furniture
- There is a dance floor with a small stage at one end of the room
- There is also an outdoor seating area





## Swimming Pool

- The swimming pool is adjacent to the restaurant and bar building and is open in the summer months
- There are male and female changing rooms
- There is a stepped route from the changing rooms to the poolside
- There is also a ramped route to the pool outside of the building through a 1050mm wide gate
- The poolside showers have a level access
- There is no hoist available for the pool





## Toilets - In Complex

- There are male and female toilet facilities and an accessible toilet cubicle with in the complex
- The female facilities have 7 WC cubicles
- The male facilities have 6 Urinals and 3 WC cubicles
- The accessible toilet cubicle has an 850mm wide door which opens outwards over a level threshold. It can be accessed using a RADAR key.
- The accessible toilet's dimensions are 1500mm x 2400mm, the WC is right hand transfer with 800mm clear space to the side.
- Lever taps are available
- There is a drop down baby change unit within the female toilet facilities



Accessible WC cubicle



## **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 are two assembly points on site, one next to the restaurant building, and one at the playing field. In the event of an emergency
- 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**

- A bus service runs from outside of the main gate, with buses to Kingswear, Brixham and Paignton

### **Taxi**

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