

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 [/www.caravanclub.co.uk/club-sites/england/southern-england/somerset/ilminster-caravan-club-site/](http://www.caravanclub.co.uk/club-sites/england/southern-england/somerset/ilminster-caravan-club-site/)

At a Glance



Level Access

- Is the site level throughout? Do all facilities have level accessibility at least one point?



Step only Access

- Are there any parts of the site that are step only access?



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

Ilminster Caravan Club Site
Beetham,
Chard,
Somerset,
TA20 3QA

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side when you enter the site
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by card access.
- 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 area
- There is a Late Night Arrival bay on the access road, with level ground

Entrance into Reception

- There is a ramp into reception with a single handrail
- The Entrance door is 755mm wide over a 20mm threshold
- The entrance door is not power assisted, and opens (direction?)
- A call bell is available to summon assistance, this is 1000mm above ground level

PICTURES

Reception

- There is approximately 2140mm x ?mm turning space, clear of the desk and furniture
- The reception desk is set 880mm above the floor and incorporates a dropped, lift up counter top? (How high is this if it is there?)
- The desk is not fitted with a hearing loop

PICTURES

Getting around the Site

- The site is generally set relatively level throughout with some gentle slopes
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 68 pitches on site, 22 of which are hardstanding
- Roll out mats are available
- 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 2 recommended pitches for people with accessibility issues, these are close to the toilet block and approximately 50 metres from reception

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set to the middle of the site
- The toilet block is accessed via a ramp to the front or steps to the rear
- The door is 855mm wide, over a 20mm roll over threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2630mm x 2460mm
- The WC pan is right hand transfer.
- The shower seat is right hand transfer
- The toilet seat is ?mm, and the shower seat is 515mm above the floor level
- The clear space to the side of the toilet is ?mm 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 ?mm high
- The shower head is fitted on a sliding rail, which is a minimum of ?mm above floor level

- The basin taps and shower controls are fitted with levers

PICTURES

Standard Toilets and Washrooms

- There is one toilet and shower block to the middle of the site
- Parking is available next to Toilet Block
- Entrance doors are accessed by a paved area, which is accessed via a ramp to the front of the building, and steps to the rear
- Each male and female area has ? shower cubicles and ? washbasin privacy cubicles
- The male and female area both have modified WC, Shower and Privacy Washbasin Cubicles with grab rails to assist with mobility.
- Taps in each block incorporate lever controls

Baby and Toddler Room

- The entrance door is 855mm over a 25mm threshold
- The room's dimensions are 1780mm x ?mm
- There is a half sized bathtub with a shower above?
- There is a low WC at ?mm high
- There is a drop down baby change table at 915mm high
- The basin has lever taps

Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area
- The door opens to 855mm over a 25mm threshold
- There is 1870mm x ?mm manoeuvring space
- There are ? sinks at 855mm high with ?mm kneespace underneath
- Lever taps available

PICTURES

Laundry – Toilet Block

- Level access via paved area
- The door is 855mm wide over 25mm threshold
- The room's dimensions are ?mm, with 2030mm deep space to the the sinks and machines
- There is 1 front loading washing machine and 1 front loading tumble dryer
- The coin slots are ?mm high
- There are ? sinks at 850mm high with ?mm knee space below
- Lever taps fitted

PICTURES

Information Room – Opposite Reception

- The information room is in a shed opposite reception
- The double doors open to 640mm each side
- There is a ?mm step in
- The room's dimensions are ?mm x 1250mm
- Information is displayed on a shelf at ?mm high

PICTURES

Dog Area

- There is a Dog Area to the north west of the site
- Access?
- Ground?

Storage Compound

- There is a storage compound just behind reception
- Please contact the site for more information about storage

Service Points

- There are Service Points at intervals around the site, please check the site map for details
- All of the service points are on concrete settings and are level to the roads
- The paths around the Service Points can be as narrow as ?mm wide
- The water taps are at a maximum of ?mm high, with cross head taps
- A Chemical Waste Point can be found at the toilet block

PICTURES

Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the toilet block

PICTURES

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 information room 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

- There is a local bus service which runs from Chard approximately 5 miles away.
- There is also a bus which runs from Buckland St Mary 1.5miles away along the A303 Trunk Road however there is no pathway

Taxi

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