

## Accessibility Guide for Inceboro Fields Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 <https://www.caravanclub.co.uk/club-sites/england/east-anglia/norfolk/inceleboro-fields-caravan-club-site/>

### At a Glance



#### Level Access

- The site is set on different terraces, with steeply sloping roads between the terraces



#### Step only Access

- The dishwashing area in the Holgate and Kettle Grove Toilet Block has Step Only Access



#### Accessible Toilets and Showers

- There are four total toilet blocks on site, with combined accessible toilet and shower cubicles in two of them (Inceleboro and Kettle Grove Toilet Blocks)



#### 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

Incleboro Fields Caravan Club Site  
Station Close,  
West Runton,  
Cromer,  
Norfolk,  
NR27 9QG

## Arrival and Reception

### Approach Route

- There is a tarmac driveway to access the site, that slopes upwards
- The reception building is on the left hand side when you enter the site
- There is an electric barrier to the site, with controls at 1200mm high
- 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 are no visitor parking bays
- There are no late night arrival bays

### Entrance into Reception

- There are two sets of steps to access the reception building, one of these has a single handrail. There is also an alternative level access from the main site approach, via a shallow ramp
- The Entrance door is 850mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards



## Reception

- There is approximately 1550mm x 5400mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with a dropped section at 750mm high
- The desk is not fitted with a hearing loop



## Getting around the Site

- The site is large, and set on different terraces which have steeply sloping roads to access them
- Pedestrians share vehicles routes, which are well maintained tarmac but do incorporate one speed bump at the entrance of the site

## Pitches

- There are 261 pitches on site, 6 of which are hardstanding
- Temporary multipurpose access rubber matting is 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 6 hardstanding pitches between 10 and 80 metres from the Inceboro toilet block, which houses an accessible toilet. These are on a sloping section of the site. These may be appropriate for those with accessibility needs

- There are 2 grass pitches, with rubber matting, on a level section of the site which are within 25 metres of the Incleboro Toilet Block. These may be appropriate for people with accessibility needs

## Toilets and Changing Facilities

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

- A combined Accessible Toilet and Shower cubicle is located in the Incleboro Toilet Block, which is closest to the reception building
- The Accessible Toilet and Shower cubicle is accessed via an 8mm long shallow ramp, with a single handrail
- The door is 870mm wide, over a 20mm 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 2700mm x 3100mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 500mm above the floor level
- The clear space to the side of the toilet is 1300mm 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 1200mm above floor level
- The basin taps and shower controls are fitted with levers





## Accessible Toilets and Bathing Facilities – Kettle Grove Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Kettle Grove Toilet Block, which is to the north west of the site
- The Accessible Toilet and Shower cubicle is accessed via a dropped kerb to the path around the toilet block
- The door is 900mm wide, over a 20mm 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 2900mm x 1800mm
- The WC pan is left hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 500mm above the floor level
- The clear space to the side of the toilet is 1000mm 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 1200mm above floor level
- The basin taps and shower controls are fitted with levers



## Standard Toilets and Washrooms

- There are four toilet and shower blocks on the site
- Incleboro Toilet Block is closest to the reception and to the north east of the site, and contains male and female facilities, an accessible toilet, a baby and toddler room, a dishwashing area and a laundry room
- Holgate Toilet Block is to the south of the site, and contains male and female facilities and a dishwashing area
- Fair Lady Toilet Block is to the south west of the site, and contains male and female facilities, a dishwashing area and a laundry room
- Kettle Grove Toilet Block is to the north west of the site, and contains male and female facilities, an accessible toilet, a baby and toddler room and a dishwashing area
- Parking for 2 vehicles is available adjacent to the Incleboro Toilet Block
- Parking for 7 vehicles is available adjacent to the Fair Lady Toilet Block
- Parking for 1 vehicle is available adjacent to the Kettle Grove Toilet Block
- There is no parking available next to the Holgate Toilet Block
- Incleboro Toilet Block has access via dropped kerbs to the path around the toilet block
- Holgate Toilet Block has access via a paved ramp to the main door
- Fair Lady Toilet Block has access via dropped kerbs to the path around the toilet block
- Kettle Grove Toilet Block has access via dropped kerbs to the path around the toilet block
- The Incleboro male and female facilities have 640mm wide doors, with 20mm thresholds and keypad locks at 1400mm high
- The Holgate male and female facilities have 650mm wide doors, with 20mm thresholds and keypad locks at 1400mm high
- The Fair Lady male and female facilities have 650mm wide doors, with 20mm thresholds
- The Kettle Grove male and female facilities have 740mm wide doors, with 20mm thresholds
- The Incleboro Toilet Block female area has 5 WC cubicles, 5 Shower cubicles and 4 Washbasin Privacy cubicles

- The Inleboro Toilet Block male area has 4 WC cubicles, 4 Urinals, 5 Shower cubicles and 4 Washbasin Privacy cubicles
- The Holgate Toilet Block female area has 4 WC cubicles, 5 Shower cubicles and 3 Washbasin Privacy cubicles
- The Holgate Toilet Block male area has 3 WC cubicles, 4 Urinals, 5 Shower cubicles and 4 Washbasin Privacy cubicles
- The Fair Lady Toilet Block female area has 5 WC cubicles, 5 Shower cubicles and 4 Washbasin Privacy cubicles
- The Fair Lady Toilet Block male area has 5 WC cubicles, 4 Urinals, 5 Shower cubicles and 3 Washbasin Privacy cubicles
- The Kettle Grove Toilet Block female area has 5 WC cubicles, 5 Shower cubicles and 4 Washbasin Privacy cubicles
- The Kettle Grove Toilet Block male area has 5 WC cubicles, 4 Urinals, 5 Shower cubicles and 5 Washbasin Privacy cubicles
- Each of the female and male areas have a modified WC cubicle, a modified Shower cubicle and a modified Washbasin Privacy cubicle with grab rails to assist mobility
- Taps in each block incorporate lever controls



Inleboro Toilet Block



Holgate Toilet Block





Fair Lady Toilet Block



Kettle Grove Toilet Block

### Baby and Toddler Room - Incleboro Toilet Block

- There is a baby and toddler room is accessed via dropped kerbs to the path around the toilet block
- The door opens to 840mm wide, over a 20mm threshold and opens outwards
- The door's key lock is 1400mm high
- The room's dimensions are 1400mm x 1600mm
- There is a low WC at 390mm
- There is a half bath with a shower above, this has thumb turn taps to operate
- There is a drop down baby change unit at 1000mm
- The basin has lever taps



## Baby and Toddler Room - Kettle Grove Toilet Block

- There is a baby and toddler room is accessed via dropped kerbs to the path around the toilet block
- The door opens to 750mm wide, over a 20mm threshold and opens inwards
- The door's key lock is 1400mm high
- The room's dimensions are 1800mm x 2750mm
- There is a low WC at 390mm
- There is a half bath with a shower above, this has lever taps to operate
- There is a drop down baby change unit at 850mm
- The basin has lever taps



## Other Facilities

### Dishwashing – Incleboro Toilet Block

- The dishwashing area has a 1700mm wide opening to access
- There is 2800mm x 1350mm clear space
- There are 3 sinks in a 860mm high counter with 550mm knee space underneath
- There are lever taps available



Incleboro Dishwashing Area

### Dishwashing - Holgate Toilet Block

- The dishwashing area is open fronted, but has a 100mm step up to access
- There is 1100mm x 2950mm clear space in front of the sinks
- There are 3 sinks in a 850mm high counter with 550mm knee space underneath
- There are lever taps available



### Dishwashing – Fair Lady Toilet Block

- The dishwashing area is open fronted with a 2150mm wide opening
- There is 2950mm x 800mm clear space
- There are 3 sinks in a 860mm high counter with 550mm knee space underneath
- There are lever taps available





Fair Lady Dishwashing Area

### Dishwashing – Kettle Grove Toilet Block

- The dishwashing area is open fronted with a 2900mm wide opening but does have an 180mm high step to access
- There is 500mm x 2900mm clear space
- There are 3 sinks in a 860mm high counter with 560mm knee space underneath
- There are lever taps available



### Laundry – Inceboro Toilet Block

- Level access via paved area around the toilet block
- The door is 870mm wide, over a level threshold and opens inwards

- The room's dimensions are 2750mm x 2250mm
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 4 sinks in a 860mm high counter with 550mm knee space below
- Lever taps fitted



#### **Laundry – Fair Lady Toilet Block**

- Level access via paved area
- The door is 750mm wide, over a level threshold and opens inwards
- The room's dimensions are 3400mm x 1250mm but does narrow to 900mm between the sinks and wall
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 2 sinks in a 860mm high counter with 550mm knee space below
- Lever taps fitted



## Information Room – Adjacent to Reception

- The information room is adjacent to the reception area
- The door opens to 750mm wide, over a 30mm threshold and opens inwards
- The room's dimensions are 1700mm x 1500mm
- Information is displayed between 300mm and 1500mm high



## Play Area

- There is a play area to the west of the site
- There is access over a grassy area
- There is no gate to access the play area
- The equipment is mounted on a mixture of grass and safety flooring





## 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 raised concrete settings, with level access from adjacent roadways
- The paths around the Service Points can be as narrow as 800mm wide
- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Waste Points can be found here too



## Motorhome Waste Point

- There are two Motorhome Waste Point on site, one located on Cavell Row and one on Upper Paston
- The taps are 750mm high



## **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 on Cromer Terrace and one on Lower Paston. Please check the map for these details
- 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 bus and train service a 10 minute walk from the site to Sheringham, Cromer, North Walsham and Norwich

### **Taxi**

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