

Access Information Statement

Kendal

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, ttypetalk 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

The site has a single pole barrier at the entrance, the proximity card reader controls are at 1200mm in height. The exit barrier is automatic. Visitor parking is on a level, loose stone chippings surfaced area, marked out for 9 cars. There are no accessible spaces. It is approx. 40m along a sloped stone chippings surfaced road to reception. There is space for 4 late arrivals 20m from reception with electric hook-ups.

Reception

Reception is accessed by way of a level landing that is approached via a 2m long ramp, at a gradient of 1:18 with a handrail to 1 side. At the opposite end of the landing are 2 steps with handrails. The door has 800mm clear opening width. The call bell for attention is on the door frame at 1300mm height. Internally, there is ample space for a turning circle of 1500mm for wheelchair users. The counter is at 950mm height. There is no hearing induction loop system to assist hearing aid users.

Pitches

The site is located in woodland, on undulating slopes, with various groups of pitches on reasonably level areas dotted around. There are 7 clearly designated accessible pitches in total, all fully serviced, and within close proximity of Toilet Block A. A further 4 pitches are identified as suitable for ambulant disabled people, being close to Toilet Block B. Each of these pitches has level, loose stone chippings surface, with no roll-out mat available.

4 fully serviced accessible pitches are 45m from Toilet Block A, and between 75m and 85m from the reception. Part of the route from these pitches has a gradient of 1:15. 3 further accessible pitches are between 40m and 75m from Toilet Block A and between 115m and 125m from reception. The access routes have a maximum gradient of approximately 1:15.

The water service points are within 15m to 75m of the recommended accessible and ambulant disabled pitches.

Circulation around the Site

The site is in a woodland location, clearings and a level surface and level pitches. The even tarmac-surfaced site roads are shared vehicular and pedestrian use.

Toilet Blocks

There are 2 toilet blocks, each with standard WCs and showers. Toilet Block A has an accessible WC and shower. Toilet Block A also has a baby and toddlers' room and a drying room. Toilet Block B has a Games Room. Both blocks have a laundry and dishwashing area. Each block is on reasonably level ground, but with adjoining tarmac routes that have a maximum gradient of around 1:15 to Block A and 1:12 to Block B. There is no designated car parking near the toilet blocks.

The **accessible WC and shower** is accessed with a RADAR key, via a 5m ramp at a 1:18 gradient to a level landing. The inward-opening door gives 850mm clear opening width. The cubicle size is 2600mm x 2830mm with 1500mm turning space for a wheelchair user. The WC is left-hand transfer with suitable side transfer space. The



washbasin has lever taps and is within reach of the WC. There are fixed and drop-down grab rails adjoining the WC and washbasin and a red emergency pull-cord between WC and shower.

The level access shower area is 1200mm square, with a curtain around. The shower control is at 900mm height, and the shower head is adjustable from 1300mm to 1800mm in height. The cubicle has a drop-down seat at 520mm height, and drop-down grab rails.

The **female WCs/showers** in each of the toilet blocks has level access with four WC cubicles, one of which has drop-down and fixed grab rails suitable for ambulant disabled people. Open area washbasins have lever taps. The area also has 3 privacy cubicles, with lever taps to washbasins, and one cubicle has a grab rail to assist ambulant disabled people. There are 5 level-access shower cubicles, all of which have a bench seat in the dry area, and 1 cubicle has a grab rail suitable for ambulant disabled users.

The **male WCs/showers** have 2 urinals, with one grab rail adjoining. Of the three WC cubicles, 1 has a drop-down and fixed grab rails for ambulant disabled users. 2 washbasins in the open area have lever taps. There are three privacy cubicles, all with lever taps to washbasins, and 1 with a fixed grab rail for ambulant disabled people. There are 4 level access shower cubicles, of similar design to female showers, one with a grab rail suitable for ambulant disabled users.

Other Facilities

Each of the toilet blocks has a **laundry** accessed through the dishwashing area by an inward-opening door giving 750mm clear opening width. Internally, there is restricted 1400mm turning circle. There are 2 sink units at 900mm height, with lever taps. The area also has a top-loading washing machine and front-loading dryer, each with front controls at 1000mm height and a coin slot at 1200mm height.

The **dishwashing areas** are open at the end of each toilet block. There is a 1500mm turning circle, and three standard sink units and adjoining worktops at 900mm height, with lever taps.

The **drying room** in toilet block A has level access off the lobby, with an outward-opening door giving a clear opening width of 750mm; it has a push button coded entry pad at 1300mm to 1450mm height. Internally, the space measures 3000mm x 1480mm.

The **Baby and Toddlers Room** has level access from the lobby of toilet block A. It has an inward opening door, with 850mm clear opening width, and visually contrasted lever handle at 1000mm height. Internally, there is a 1500mm turning circle, low child's WC, short seat bath with twist-grip taps and hand-shower, changing surface and drop-down changing surface at 550mm height, and washbasin at 750mm height with lever taps.

The **games room** is in the toilet block approached by the 1:12 ramped path, with level access via an inward opening door 750mm clear opening width. There is a 1500mm turning circle for wheelchair users.

The **information room** is within the reception building and accessed from the same balcony, which in turn has the ramp and stairs. The inward-opening door has 750mm clear opening width. Internally there is a 1500mm turning circle for a wheelchair user, and information available on a 750mm high table, and racks from 300mm high.

The **public telephone** has level access from the accessible car parking space adjoining reception. It has a 30mm threshold, and the outward-opening door gives 850mm clear opening width. Internally, there is limited space at 1050mm by 950mm, with a BT telephone that has no sound enhancement and a coin slot height of 1300mm.