

Access Statement

Kinlochewe

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 and Car Parking Facilities

This site does not have specific spaces for new arrivals - Caravans pull up outside reception, where there are also parking spaces for visitors. There is no late arrivals area at this site, guests are asked to arrive before 8pm. There is adequate space to park near the reception building.

Reception

The route is level and even up to the entrance, but there are 2 steps up to the door. Steps are well identified with white painted edges but the threshold is poorly contrasted and could present a trip hazard. There is a call bell for assistance located at a high level of 1530mm by the door. The door has an adequate clear width and lever handle but this is located slightly high as is the vision panel. It is heavy to operate and opens into the room – restricting circulation space. Room has limited manoeuvring space for a wheelchair user of 1400mm x 1400mm, partly due to the inward opening door. The counter height is 920mm and is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are no pitches permanently designated for disabled people. However, all pitches are on level ground. There are 5 gravel hand standing pitches which are often recommended for disabled visitors. These pitches are between 15m and 20m from the accessible WC, laundry and dishwashing facilities and between 25m and 50m from the information room and reception.

Circulation around the Site

The site is level with a tarmac road without speed bumps running around the site. Both pedestrians and vehicles use this access road and there is no definition between pedestrian or vehicle routes.

Toilet Blocks

The male, female and accessible facilities are within a newly built block near the reception. The Laundry, drying room and dishwashing area is in a separate block nearby. There is no space for parking near these facilities, except in the new arrivals bay, but as the site is very small, there is little need for parking.

The **accessible WC and shower** cubicle is located to the side of the toilet block with a separate entrance, which is opened using a standard key. This facility has step-free access via a

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ramp with suitable gradient but the handrail is to one side only and the tactile warning surface could cause confusion for people with a visual impairment. The door is outward-opening, light to open with a flush threshold, and it can be opened from the outside if someone falls against it in an emergency. The room has generous circulation space of 2200mm wide x 3000mm deep, with anti-slip tiled floor. The WC and washbasin layout are generally to AD M standards. The washbasin has individual taps (no mixer) and there are no paper towels. There is very good contrast between elements in this room.

Both the **female and male toilet facilities** have stepped entrances. Both have doors opened with keys issued at reception by the warden. Internally they have good anti-slip flooring. There are privacy cubicles with washbasins in each of the single sex facilities. 1 is enlarged and has grab rails for ambulant disabled people. In both male and female toilets one WC and one shower cubicle are fitted with grab rails to assist ambulant disabled people. The shower has level access into shower tray and good infra-red sensor controls. There are grab rails at the urinals but they lack privacy screens. The taps to the washbasins are single lever type. Both facilities have excellent visual contrast between fittings and their background.

Other Facilities

The **information facility** is in the same room as the **drying room** in the laundry block. The route from the nearest pitches is likely to be difficult due to Z-barriers with a 700mm-1000mm turning width and there is a step up at the entrance. The door has a narrow clear width of 680mm but is light to open and well contrasting against façade. Manoeuvring space within the room is generous and unimpeded but the leaflets are displayed at 1050mm to 1550mm height, which is outside recommended reach ranges.

There is a **dishwashing area** in a narrow room to the side of the laundry block, with an approach route which could be difficult for a wheelchair user due to a narrow path and a step up at the entrance door. However, room is too small for a wheelchair user to manoeuvre. The sinks are 900mm high and have single twist taps. Flooring is tiled which could be slippery when wet.

The **laundry facility** is adjacent to the drying room. It has stepped entry and a narrow and heavy 650mm wide entrance door, with a high vision panel. Room has adequate circulation space within. There is a top-loading washing machine and front-loading tumble dryer. The coin slots are at 1050mm height. Sinks are at 900mm height but do not have sufficient knee space. The taps are single twist type. Tiles may be slippery when wet.