

## **Access Statement**

### **Knareborough**

## **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**

The site has good access from a wide lane and is well signposted. There are no barriers to entry and ample space in front of reception for new arrivals and visitors to park. Late night arrival parking is also available. All new arrivals pull onto the level tarmac entrance drive close to reception. Additional visitor parking is available on an open area of crushed stone chippings about 75m from reception. There is no designated marked accessible parking provision.

## **Reception**

Access to reception is up a curved 5.5m ramp of riven stone flags giving a quite rough surface; it is at 1:30 with a level landing at the top and well contrasted handrails to each side; there is also a series of steps up to the entrance although the handrails to these are at inconvenient heights for assistance. There is a glazed porch entrance to reception that also acts as the information room; this is easily accessed through a very wide door although there is a 30mm high threshold strip. The inner door to the reception area has a 780mm clear opening and there is adequate space for wheelchair circulation; the reception desk is all at one level of 850mm from floor level. There is no hearing induction loop system to assist hearing aid users.

## **Pitches**

There are no designated accessible pitches although certain pitches can be reserved for people with disabilities dependent upon the requirements of the individual. All pitches are level and the majority are hard-standing of crushed stone chippings; there are a number of grass pitches. There are no roll-out access mats available at the site. Suitable accessible grass pitches can be reserved at 15m from reception or the toilet block which also houses other facilities, or 30m from a service point. Suitable accessible hard pitches can be at 25m from reception and the toilet block or adjacent to a service point.

## **Circulation around the Site**

The site is either level or gently sloping and the main pedestrian routes through the site share the vehicle roadways which have a firm, well maintained tarmac surface. There are concrete slab paths leading to the toilet block, telephone, club house and service point. These are mainly level but one path to the rear of the toilet block does have steps with a handrail. The concrete slabs are both smooth surfaced and of riven stone finish; the latter give a quite rough undulating surface that could be uncomfortable for wheelchair users.

## **Toilet Block**

There is one toilet block which has space for parking outside on the drive if required. Access is via dropped kerbs to the surrounding concrete slab paving.

The **accessible WC and shower** is in a separate room to the front of the toilet block with level access; a short crushed stone path offers a shorter but more difficult access route. The room is well equipped and to a good level of design and specification although the alarm reset button is remote from WC and shower. The WC is for right-hand transfer and the shower for left-hand transfer; the shower is fitted with a drop-down seat and a shower head that is adjustable for height. The washbasin does not have vertical grab rails and there is little contrast to any of the grab rails against the white tiled background. The shower chair in the room and two large waste bins tend to restrict the circulation space which is otherwise adequate for wheelchair users. The lock is rather difficult to operate.



The **male and female toilets** have separate entrances and there are privacy cubicles with washbasins, shower cubicles and toilet cubicles which are fitted with grab rails. In the male toilets the urinals have privacy screens and there is one with grab rails; none of them are fitted at a lower level. All the doors in the toilet block are very visible but do have very heavy closers making them difficult to open.

### Other Facilities

The **information room** is housed in the glazed foyer to the reception and access is as described earlier. The information is arranged at various levels with good access for someone using a wheelchair.

The **laundry room** has a level threshold with adequate door width although it is very heavy to open. The sinks are at one level, at 900mm from finished floor level, and are fitted with screw-top taps making them difficult to use by people with limited manual dexterity. The washer is a top-loading machine, the dryer is loaded from the front.

The **dishwashing area** is located in the toilet block but with its own level accessible entrance; however the door is very heavy to open. The sinks are at a height of 900mm and 800mm from floor level and have screw-top taps.

A **telephone** is housed in a timber kiosk, accessed from the access road over mainly rather rough riven stone paving. There is an adequate outward opening door with good vision panel. The telephone is mounted a little high for wheelchair users, children or people of small stature.

The facilities at the **service points** include rubbish bins, drinking water top-up, waste water disposal and chemical toilet emptying point; these are also available at the toilet block. The gullies to the water pipes and for waste water are level with the ground and present no barrier. The chemical toilet emptying points are raised a good 600mm from floor level therefore requiring the chemical toilet to be lifted to this height to be emptied.

The **Club House** is leased to an independent operator and offers a bar and restaurant facility. There is no level or ramped approach. The entrance is accessed over a raised threshold of approximately 200mm. Internally there are male and female toilets neither of which have accessible features. There is a significant step up from the restaurant area into the bar area. Externally there is a smooth concrete paved patio part of which is at a lower level and has a gazebo for smoking; this is accessed by a short steep ramp at 1:6 gradient. Please note the Wanderer Bar and Restaurant has now reopened as The Wanderer Cafe Bar.