

Access Statement

Looe, Cornwall

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 is well signposted upon arrival. On entering the site there is space for 6 vehicles in the new arrivals/late night parking area located immediately opposite the main reception building. Whilst the tarmac hard surfacing is reasonably level there are no designated accessible parking bays.

Access to the site and pitches from the arrival and reception area is through entry barriers which are operated by keypad controls set at a height of 1000mm.

Reception

The reception building is accessed from the new arrivals bays via a dropped kerb which leads to a brick pavior ramp set to a gradient of 1:11. There is an alternative stepped approach to the main reception entrance. Both steps and ramp incorporate one handrail only.

The entrance door to reception achieves a clear width of 800mm over a level threshold. The inward opening door is fitted with full-height glazing. A call bell is mounted to the side of the door set at a height of 1000mm in order that a wheelchair user can call for assistance.

The reception area achieves adequate wheelchair manoeuvring space.

The reception counter is set at a height of 910mm and does not incorporate adequate knee space for a wheelchair user.

The reception desk is not currently fitted with any hearing induction loop system to assist hearing aid users.

Goods on sale within reception are located on shelving in the range of 200 – 1800mm in height. Assistance is available if required.

Pitches

The site has a total of 217 pitches. There are currently no pitches permanently designated for disabled people. 11 grassed pitches near the upper toilet block are offered to disabled people at the time of booking. These grassed pitches are reasonably level and located within 50 metres of the upper toilet block, which incorporates an accessible toilet.

A further 9 pitches near the lower toilet block are offered to disabled people at the time of booking. These pitches are level, gravel surfaced and located between 20 and 75 metres from the lower toilet block, which incorporates an accessible toilet.

A large proportion of remaining pitches are level and gravel surfaced, although they are a considerable distance from the toilet blocks. Roll out mats are not available.

Public Areas of the Site

The site slopes down from the main vehicular entrance and reception to the pitches surrounding upper and lower toilet blocks. Roads around the site are tarmac surfaced with a small number of speed bumps.

The majority of roads are set at a gradient of 1:15 or less, however there are several short steep sections of road where the gradient exceeds 1:12.

The site slopes steeply adjacent to the tennis courts and golf course, the road adjacent to terraced pitches is set at a gradient exceeding 1:10.

Pedestrians and vehicles generally share access routes around the site.

Toilet Blocks

The **upper and lower toilet blocks** both incorporate male and female toilets, a combined accessible WC with shower, vegetable preparation and dish washing area, baby and toddler room, laundry room, bin storage, waste water disposal point and drinking water tap. Brick pavior pathways provide access around the perimeter of these blocks.

There are steps at entrances to **male and female toilets**. Toilets are finished with flush entrance mats and non-slip tiled flooring. Grab rails are provided within one shower and toilet cubicle in male and female toilets to assist ambulant disabled people. Showers and basins are fitted with lever style taps to assist those with limited manual dexterity. Sanitary ware achieves poor visual contrast against wall surfaces.

The **accessible combined WC and shower** cubicles achieve overall dimensions of 2400mm x 2000mm and sufficient wheelchair manoeuvring space to WC and shower positions. The doors achieve an 800mm clear opening width over a level threshold and are operated by a RADAR key which is available from reception. The showers incorporate a flush gully and non-slip floor tiles. WC, basin and shower positions have adequate grab rail provision. Basin and shower controls are fitted with ergonomic lever style taps to assist those with limited dexterity. The cubicles are fitted with alarm with pull cords positioned next to the WC and shower positions. The flush handles to the lower accessible WC is mounted on the incorrect side.

Other Facilities

The **laundries** are located to the front of the toilet blocks. Doors achieve an adequate clear opening width and sufficient wheelchair manoeuvring space in front of the washing machines and dryers. Washers and dryers are coin operated with controls set at a height of 1000mm. Coin operated irons are available, controls mounted at a height of 1100mm.

Laundries are fitted with sinks and drainers with lever taps. Sinks set within counters at a height of 880mm and do not incorporate adequate knee space for a wheelchair user.

Baby and toddler rooms are fitted with a lowered WC, wash hand basin and shortened bath with shower over, in addition to a wall mounted baby changing unit. The entrance door to the lower baby and toddler room incorporates a step and insufficient wheelchair manoeuvring space.

Vegetable preparation and dish washing areas are provided in upper and lower toilet blocks. Facilities comprise stainless steel sinks with lever style taps set within work tops set at a height of 850mm. There is insufficient wheelchair manoeuvring space and no knee space beneath the sinks preventing access to wheelchair users.

Upper and lower toilet blocks incorporate bin storage and recycling, chemical disposal and drinking water taps which are accessible to all.

The **public telephone** is located within a BT box between the two toilet blocks. The controls and handset are set at a height of 1400mm. The telephone does not have an inductive coupler to assist hearing aid users.

Tennis courts are located adjacent to the upper toilet block. The tennis courts are accessed via a grassed pathway with no formal paved means of access.

The **crazy golf course** is located to the rear of the tennis courts adjacent to the upper toilet block. The course is accessed via a tarmac pathway which is set to a steep gradient exceeding 1:10. Brick pavior pathways around the golf course vary in width significantly, narrowing to as little as 400mm. The lower/upper sections of the golf course are accessed via a set of steps and alternative ramped means of access set at a gradient exceeding 1:12. A separate set of steps accesses the lower section of the course from adjacent circulation routes.

Service points are provided at regular intervals around the site. Facilities include Bin storage and recycling, waste water and chemical disposal points and drinking water taps. Facilities are mounted on a concrete hard-standing and are generally accessible to all.

The **Snack Shack** is located in a timber shed near reception. The Shack is accessed via a paved pathway set to a gradient of 1:12. Vending machines are provided with coin slot and button operation set at a height of between 1250 and 1400mm.

The **swimming pool** is located beyond the main reception and Snack Shack. The entrance gate is accessed via short steep pathway set at a gradient exceeding 1:10 with no level landing position adjacent to the entrance gate which is operated via a key pad. The entrance gate achieves a width exceeding 800mm over a level threshold. The area surrounding the pool itself is paved and level with a variety of seating options. The upper sun bathing terrace is accessed via a set of steps with alternative ramped means of access. The lower terrace is accessed via two flights of three steps. There is no changing facility provided near the pool. There is no pool hoist provided for those who are unable to use the steps.

The **information centre** is located directly adjacent to the main reception and accessed via a set of steps. The information centre can be access using the ramp to the reception entrance and combined level landing in front of entrance doors. The entrance door into the information room achieves a width of 700mm and there is insufficient wheelchair manoeuvring space internally. Leaflets and information are set at a height in the range of 900 – 1500mm. Assistance is available by request at the main reception counter.

