

Accessibility Guide for Looe Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ looe@camc.com

☎ 01503 264006

🌐 <https://www.caravanclub.co.uk/club-sites/england/devon-and-cornwall/cornwall/looe-caravan-club-site/>

At a Glance

Level Access

- The site slopes throughout, but there is level access to most facilities

Step only Access

- Some parts of the mini golf are step only
- The dog walk has wood chippings to access and can be uneven underfoot

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block

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

Looe Caravan Club Site
St Martin,
Looe,
Cornwall,
PL13 1PB

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the right hand side when you enter the site
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by card access.
- 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 is space for 4 cars to park on a grass area just past the vehicle barrier, there are no marked bays including any disabled bays.
- There are 2 late night arrival bays opposite reception

Entrance into Reception

- There is a dropped kerb to the brick paved path, which leads to a ramp to reception with a handrail on one side
- There is an alternative stepped approach with 2, 150mm steps
- The Entrance door is 800mm wide over a 30mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1000mm above ground level



Reception

- There is approximately 3000mm x 2800mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with no dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site slopes down from the main entrance to the pitches that surround the toilet block. Most of the slopes are gentle but there are some sections of the roads that are steeper.
- The site slopes steeply adjacent to the tennis and golf course and at the road adjacent to the terraced pitches
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 217 pitches on site, 99 of which are hardstanding
- Roll out mats are 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 11 grassed pitches near the upper toilet block which are recommended for those with accessibility needs. These are reasonably level and are within 50 metres of the toilet block, which houses an accessible WC and shower cubicle

- There are 9 further hardstanding pitches near the lower toilet block that are also recommended, these are level and are between 20 meters and 75 meters from the lower toilet block which houses an accessible WC and shower cubicle

Toilets and Changing Facilities

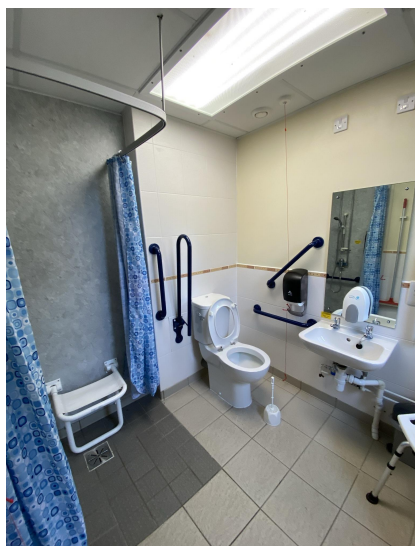
Accessible Toilets and Bathing Facilities – Upper Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set to the north of the site
- The toilet block is accessed via dropped kerbs to a paved area around the toilet block
- The door is 850mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2200mm x 2000mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm, and the shower seat is 440mm 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 – Lower Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set to the south of the site
- The toilet block is accessed via a dropped kerb to the paved area around the toilet block or via a set of steps to the paved area
- The door is 850mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2200mm x 2000mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm, and the shower seat is 440mm 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



Standard Toilets and Washrooms

- There are two toilet and shower blocks on the site, the upper toilet block is to the north of the site and the lower toilet block is to the south of the site
- The upper toilet block's entrance doors are accessed by a paved area, which is accessed via dropped kerbs
- The lower toilet block's entrance doors are accessed by a paved area, which can be accessed by a dropped kerb or via a set of stairs
- The female area in the upper toilet block has 9 WC cubicles, 9 Shower cubicles and 5 Privacy Washbasin cubicles
- The male area in the upper toilet block is accessed through a lobby and has 5 WC cubicles, 5 urinals including 1 lower urinal, 9 Shower cubicles and 6 Privacy Washbasin cubicles
- The female area in the lower toilet block has 7 WC cubicles, 7 Shower cubicles and 5 Privacy Washbasin cubicles
- The male area in the lower toilet block has 4 WC cubicles, 3 urinals, 7 Shower cubicles and 5 Privacy Washbasin cubicles
- There is a modified shower cubicle and WC cubicle to each area in each toilet block, with grab rails to assist those with mobility needs
- Taps in each block incorporate lever controls



Upper Toilet Block



Lower Toilet Block

Baby and Toddler Room - Upper Toilet Block

- The entrance door is 750mm wide over 20mm threshold
- The room's dimensions are 3300mm x 2000mm
- There is a lowered WC at 330mm
- There is a half bath with a shower above with twist turn taps to operate
- There is a drop down baby changing unit at 900mm
- There is also a small bench at 400mm high
- Lever taps to the basin



Baby and Toddler Room - Lower Toilet Block

- The entrance door is 850mm wide with a 30mm step up
- The room's dimensions are 2100mm x 3000mm plus an alcove with the WC in

- There is a lowered WC at 350mm
- There is a half bath with a shower above with twist turn taps to operate
- There is a drop down baby changing unit at 850mm
- Lever taps to the basin



Other Facilities

Dishwashing – Upper Toilet Block

- Level approach via the paved area around the toilet block
- The door opens outwards to 800mm wide over a level threshold
- There are 5 sinks at 850mm high with no 560mm kneespace beneath
- Lever taps available



Dishwashing – Lower Toilet Block

- Level approach via paved area around the toilet block

- The door opens outwards to 850mm wide over a 30mm threshold
- There are 4 sinks at 850mm high with 560mm kneespace beneath
- Lever taps available



Laundry – Upper Toilet Block

- Level access via paved area at the front of the toilet block
- The door is 800mm wide over a 30mm threshold
- There is 1500mm x 1500mm clear space in front of the sinks but the clear space between the machines and the sinks is only 1200mm wide
- There are 2 front loading washing machines and 2 front loading tumble dryers, however the tumble dryers are stacked on top of each other, meaning the door to the upper machine is 1500mm high
- The coin slots are at 1000mm high
- There are 3 sinks at 850mm high with 560mm knee space below
- Lever taps fitted



Laundry – Lower Toilet Block

- Level access via paved area around the toilet block
- The door is 800mm wide over a 30mm threshold
- The room is 2200mm deep, with 1400mm wide space in front of the machines and 1800mm wide space in front of the sinks, however the clear space narrows to 900mm wide space between the machines and the sinks
- There are 2 front loading washing machines and 2 front loading tumble dryers, however the tumble dryers are stacked on top of each other, meaning the door to the upper machine is 1500mm high
- The coin slots are at 1000mm high
- There are 3 sinks at 850mm high with 560mm knee space below
- Lever taps fitted



Information Room – Adjacent to Reception

- Accessed via the set of steps or via the ramp to reception
- The door is 750mm wide over a 30mm threshold
- The room's dimensions are 2900mm x 1400mm
- Information is displayed between 900mm and 1500mm high



Dog Walk

- There is a dog walk to the east of the site
- This is accessed via a wide, sloping, woodchip pathway
- There is a large gate to access the dog walk
- The ground to the dog walk is grass, and can be uneven in places



Tennis Court

- There is a tennis court to the North East of the site, near the upper toilet block
- Accessed via a grass path
- There is no paved access
- There is a 900mm wide gate to access



Crazy Golf

- Accessed via the tarmac path
- Paths around the course are as narrow as 400mm
- There is a set of steps and a ramp between the lower and upper parts of the course
- There is a separate set of steps to the lower section of the course from the adjacent circulation routes





Swimming Pool

- There is a swimming pool to the North West of the site
- The pool is close to reception
- The entrance gate is accessed via a short steep path with no level landing
- The gate is 800mm wide
- There is paving around the pool
- There is a variety of seating around the pool
- There is an upper sun bathing terrace which is accessed via steps and a ramp
- The lower terrace is accessed via 2 flights of 3 steps
- There is no changing facilities near the pool
- There is no pool hoist to access the pool





Play Area

- There is a play area near the Crazy Golf
- There is access to the play area via a 1100mm wide path
- The ground is concrete, but the play equipment is mounted on safety flooring



Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- All of the service points are on concrete settings, with ramps or level access from the roadway
- The paths around the Service Points can be as narrow as 700mm wide
- The water taps are at a maximum of 850mm high, with cross head taps

- Chemical Waste Points can be found at some of the service points too



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the upper toilet block
- There is a 100mm kerb and the taps are 850mm from here



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 is an assembly point at the tennis court in the event of an emergency
- 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 stop outside of the site with buses that go to Looe, Polperro and Plymouth
- There is a train that runs from Looe to Liskeard

Taxi

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