

## **Accessibility Guide for Lower Wensleydale Caravan & Motorhome Club Site**

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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<https://www.caravanclub.co.uk/club-sites/england/yorkshire/north-yorkshire/lower-wensleydale-caravan-club-site/>

### **At a Glance**



#### **Level Access**

- The site is sloped throughout and can be very steep



#### **Step only Access**

- The Reception, The Laundry Room, Male and Female Facilities and The Information Room all have step only access



#### **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**

Lower Wensleydale Caravan Club Site  
Harmby,  
Leyburn,  
North Yorkshire,  
DL8 5NU

## **Arrival and Reception**

### **Approach Route**

- The site is accessed by a long, steep tarmac drive
- The reception building is to the left when you enter
- There is no barrier to the site
- The ground is sloped 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 2 visitor cars to park within 15 metres of the reception, on a gravel surface, with no accessible bays
- There is no late night arrival bay

### **Entrance into Reception**

- The reception is accessed by three 220mm high steps, with a handrails to each side
- The Entrance door is 750mm wide over a 150mm step inwards
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1200mm above ground level on the top step



## Reception

- There is approximately 3500mm x 1800mm turning space, clear of the desk and furniture
- The reception desk is set 880mm above the floor with a no dropped section
- The desk is not fitted with a hearing loop



## Getting around the Site

- The site is generally sloping throughout, with some areas being steep
- Pedestrians share vehicles routes, which are well maintained tarmac with no speed bumps

## **Pitches**

- There are 91 pitches on site, 88 of which are hardstanding
- Temporary multipurpose access rubber matting is 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.

## **Toilets and Changing Facilities**

### **Accessible Toilets and Bathing Facilities – Toilet Block**

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block, which is to the centre of the site
- The Accessible Toilet and Shower cubicle is accessed via a 2 metre long ramp with a single handrail
- The door is 850mm wide, over a 20mm lip and opens outwards
- The cubicle door is secured by a standard key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2000mm x 2600mm
- The WC pan is left hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 430mm, and the shower seat is 400mm above the floor level
- The clear space to the side of the toilet is 800mm 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 900mm high
- The shower head is fitted on a sliding rail, which is a minimum of 130mm above floor level
- The basin taps and shower controls are fitted with levers



### **Standard Toilets and Washrooms**

- There is one toilet block to the centre of the site, which is also the same block as the reception
- There are 3 steps to access the female facilities, the laundry room and the Chemical Emptying Point. The male facilities can be accessed via the ramp to the accessible cubicle with a single step in
- The male and female facilities toilet, have 7mm wide doors, with 120mm thresholds
- The female area has 7 WC cubicles, 5 Shower cubicles and 9 Washbasin Privacy cubicles
- The male area has 5 WC cubicles, 4 Urinals, 4 Shower cubicles and 9 Washbasin Privacy cubicles
- There are no modified cubicles in either the male or the female areas
- The shower trays in both areas are raised
- Taps in block incorporate lever controls





## **Other Facilities**

### **Dishwashing – Toilet Block**

- There is a dishwashing area in the toilet block
- The area is open fronted and has level access from the adjacent roadway
- There is 3000mm x 1000mm clear space
- There are 3 sinks in a 950mm high counter with 850mm knee space underneath
- There are twist taps available



### **Laundry – Toilet Block**

- There is access to the laundry room via three stairs
- The door is 750mm wide, over an 80mm threshold and opens inwards
- There is 900mm x 2100mm clear space within the room
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 2 sink in a 950mm high counter with 850mm knee space below
- Twist turn taps fitted



### **Information Room – Adjacent to Reception**

- The information room is accessed via a gravelled area
- There is a 70mm step up to the information room
- The door opens to 800mm wide, over a 60mm threshold and opens inwards
- The room's dimensions are 3700mm x 1800mm
- Information is displayed at 800mm high



### **Dog Walk**

- There is a dog walk close to the entrance of the site
- There is a 1200mm wide gate with a latch at 900mm high
- The dog walk is a grassy field



### **Service Points**

- There are Service Points at intervals around the site, please check the site map for details
- All of the service points are on concrete settings, some with steep ramps to access them
- The water taps are at a maximum of 940mm high, with cross head taps
- There are Chemical Emptying Points around the site as well, please check the site map for details
- The taps for the Chemical Emptying Point can be 1300mm high





### **Motorhome Service Point**

- There is one Motorhome Service Point on site, located adjacent to the toilet block
- The tap is 970mm high



## **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 opposite the reception 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 0.5miles from the site, with buses running to Leyburn, Hawes, Richmond and Northallerton

### **Taxi**

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