

Access Statement

Malvern Hills

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

Visitor parking is on a large, unmarked grassed area with space for 15 cars. There are no marked accessible parking bays. There is a grassed area to the left of the new arrivals area for late night arrivals with 3 electrical hook up points. The route from the parking areas to the reception is short and along a level and maintained tarmac road. The main site areas are access controlled by a card operated barrier.

Reception

The reception has 2 entrance doors; 1 is reached by a ramp with a gradient of 1:8, the other has a dropped kerb from the road onto a paved area with a step up to the door. Both of the doors are inward-opening with a clear opening of 780mm. There is a call bell for assistance located to the right of the stepped door to reception 1545mm above floor level. The reception area is small and would present difficulties for some wheelchair users due to limited manoeuvring space. The reception desk is 898mm above floor level. The reception is not currently fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There is a mix of grass and gravel pitches. There are no designated accessible pitches, but there are both grass and gravel pitches close to both toilet blocks which can be reserved in advance.

Circulation around the site

Access roads through the site are shared by vehicles and pedestrians. The access roads are well maintained and tarmac surfaced. There are 3 speed bumps. The site has 2 toilet blocks.

Toilet Block 1

There are no marked accessible parking bays, but there is room for 4 cars to park along the front of the building. The block is surrounded by a raised, paved pedestrian area. Access from the tarmac road onto the paving is via a number of dropped kerbs.

The **male toilets** have a 230mm step up to a small lobby 968mm wide. Doors are inward-opening with a clear opening of 800mm. There are 7 WC cubicles, none are fitted with grab rails. There are 4 urinals, 1 of which is at child height. There are 3 washbasins with push down taps. The sinks are 835mm above floor level. There are 4 privacy cubicles with washbasins at 825mm above floor level. The taps are push down. None are fitted with grab rails and there is no seating provision. There are 6

shower cubicles, 4 of which have a 60mm step down into the shower tray. The remaining 2 are level. The shower heads are fixed at a height of 1925mm above floor level and the shower controls are lever type.

The **female toilets** have a 230mm step up in to a small lobby 1026mm wide and 2745mm long. The door is inward-opening with a clear opening of 782mm. The outward-opening inner lobby door has a clear opening of 786mm. There are 7 WC cubicles, none of which are fitted with grab rails. There are 2 washbasins with push down taps. The sinks are 875mm above floor level. There are 5 privacy cubicles with washbasins at 885mm above floor level. The taps are push down. None are fitted with grab rails and there is no seating provision. There are 6 shower cubicles, 4 of which have a 60mm step down into the shower tray. The remaining 2 are level. The shower heads are fixed at a height of 1925mm above floor level and the shower controls are lever type.

The combined **accessible shower and toilet** is located on the right hand side of the toilet block and accessed from the front of the building via a paved ramp 1800mm long with a 1:6 gradient. The door is opened using a RADAR key. The outward-opening door has a clear opening of 895mm. The room measures 2205 x 2280mm. The WC is right hand transfer. There is a level access right hand transfer shower. The shower controls are 975mm above floor level and the adjustable shower head is between 1210 and 1681mm above floor level. There are grab rails, a drop down shower seat and a portable shower chair.

The **laundry** room is located on the left hand side of the toilet block. The door is outward-opening and has a level threshold with a clear opening of 870mm. There are 3 sinks; two at 900mm above floor level and one at 750mm above floor level. The basins have thumb turn taps. All the machines are front loading.

The **baby and toddler's room** is located at the front of the toilet block. There is a paved ramp up to the door which has a level access. The room is well equipped with a bath, shower, basin, small WC and nappy changing table.

Toilet Block 2

Toilet Block 2 has good access from the level tarmac road. The building is surrounded by raised block paving with dropped kerbs. There are no marked accessible parking bays, but there is room to park outside the front of the building. Most of the facilities are accessed from an internal lobby. There are 2 fully glazed doors with level access into the lobby.

The **male toilets** are accessed from inside the lobby. The door is inward-opening with a level threshold and a clear opening of 775mm. There are 6 WC cubicles with inward opening doors. None of the cubicles have grab rails. There are 3 adult height urinals and 1 urinal at child height. There are 2 washbasins, 835mm above floor level with lever non-mixer taps. There are 8 privacy cubicles with washbasins 835mm above floor level and lever non-mixer taps. None of the cubicles have grab rails. There are 7 level access shower cubicles. None of the cubicles have grab rails. The shower head is at a fixed height of 1890mm and the controls are 1335mm above floor level.

The **female facilities** are accessed from inside the lobby. The solid wood door is inward-opening with a level threshold and a clear opening of 775mm. There are 7 WC cubicles with inward opening doors. None of the cubicles have grab rails. There are 2 washbasins, 870mm above floor level with lever non-mixer taps. There are 8 privacy cubicles with washbasins 870mm above floor level and lever non-mixer taps. None of the cubicles have grab rails. There are 7 level access shower cubicles. None of the cubicles have grab rails. The shower head is at a fixed height of 1890mm and the controls are 1335mm above floor level.

The combined **accessible shower and toilet** is accessed from the entrance lobby using a RADAR key. The outward opening door has a level threshold and 875mm clear opening. The WC transfer side is on the right. There is a level access shower with a transfer side on the right. The shower controls are 975mm above floor level and the adjustable shower head is between 1210 and 1681mm above floor level. There are grab rails and a portable shower chair.

Service points

There are 5 service points with level access. The service points are accessible to wheelchair users. However, the Service Point near reception is also reached by a ramp with handrails from a higher level, leading to concrete paving slabs that are unevenly laid, and a kerb marked in yellow paint.