

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 [camc.com/club-sites/england/cotswolds/worcestershire/malvern-hills-caravan-club-site/](http://camc.com/club-sites/england/cotswolds/worcestershire/malvern-hills-caravan-club-site/)

## **At a Glance**



### **Level Access**

- The site has some gentle slopes throughout, and has level access to all facilities in at least one area



### **Step only Access**

- There are some steps to access the lower toilet block from the back



### **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**

Malvern Hills Caravan Club Site  
Blackmore End,  
Hanley Swan,  
Worcester,  
Worcestershire,  
WR8 0EE

## **Arrival and Reception**

### **Approach Route**

- The site is accessed via a tarmac driveway
- The reception building is on the left hand side when you enter the site
- There is a card controlled entry barrier to the site
- 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 a large visitor car park approximately 15 metres from the reception, with no designated disabled bays and on a grassed area
- There are no late night arrival bays

### **Entrance into Reception**

- There are two entrance doors to the reception, one is reached by a 1200mm wide ramp and the other is reached by a dropped kerb and a single 120mm high step.
- Both of the Entrance doors open to 750mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance next to the door accessed via the step, this is 1545mm above ground level



## Reception

- There is approximately 1450mm x 4200mm turning space however it does narrow to 800mm between the ice cream freezer and the desk, 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 is generally level throughout, however does have some gentle slopes down towards the back of the site
- Pedestrians share vehicles routes, which are well maintained tarmac which incorporate some speed bumps

## **Pitches**

- There are 203 pitches on site, 96 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 8 hardstanding pitches on site, 4 of which are within 25 metres of the upper toilet block and 4 of which are within 25 metres of the lower toilet block with accessible facilities 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 1**

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block 1, which is to the south west of the site
- The Accessible Toilet and Shower cubicle is accessed via an internal lobby, with the main door to the lobby opening to 800mm wide.
- The door to the cubicle is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by a RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 1900mm x 2600mm
- The WC pan is right hand transfer.
- There is no drop down shower seat, however there is a moveable shower chair available
- The toilet seat is 480mm above the floor level



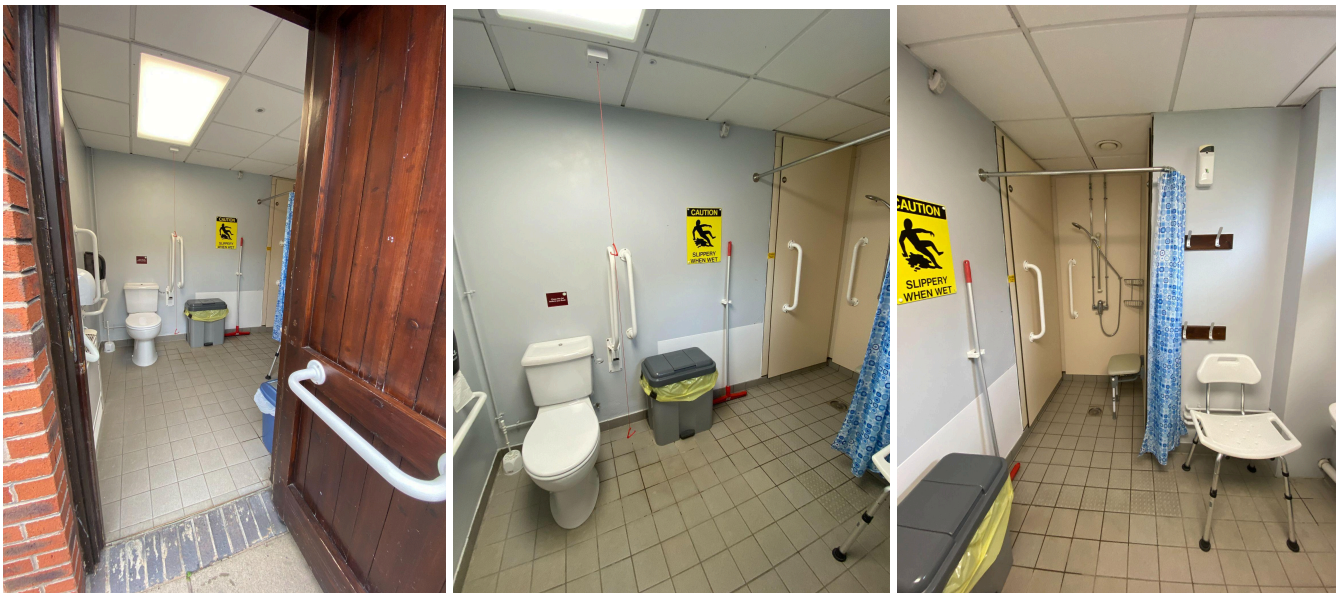
- The clear space to the side of the toilet is 1200mm wide
- The cubicle is fitted with two pull cord alarms, which are tested frequently
- The cubicle is fitted with a Stoma Bag shelf
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1250mm above floor level
- The basin taps and shower controls are fitted with levers



### **Accessible Toilets and Bathing Facilities – Toilet Block 2**

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block 2, which is to the north east of the site
- The Accessible Toilet and Shower cubicle is accessed through the internal lobby
- The door is 800mm wide and opens outwards, there is a 200mm steep ramp to enter the cubicle
- The cubicle door is secured by a RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2200mm x 2250mm with a further 1000mm x 1000mm shower area
- The WC pan is right hand transfer.
- The shower seat is right hand transfer

- The toilet seat is 480mm, and the shower seat is 480mm above the floor level
- The clear space to the side of the toilet is 1300mm wide
- The cubicle is fitted with two pull cord alarms, which are tested frequently
- The cubicle is fitted with a Stoma Bag shelf
- 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 1150mm above floor level
- The basin taps and shower controls are fitted with levers



### **Standard Toilets and Washrooms**

- There are two toilet and shower blocks, Toilet Block 1 which is to the south west of the site, and Toilet Block 2 which is to the north east of the site
- There is no parking available at the toilet blocks, however there are laybys available if someone may need to be dropped off
- Toilet block 1 has a smooth concrete path around, with dropped kerbs to access, and a main lobby leading to most areas except the dishwashing facilities
- Toilet block 2 has a block paving path around, with dropped kerbs and ramps to access
- The male and female facilities in both toilet blocks, have 700mm wide doors, with 100mm thresholds

- The female area in Toilet Block 1 has 7 WC cubicles, 7 Shower cubicles and 8 Washbasin Privacy cubicles
- The male area in Toilet Block 1 has 7 WC cubicles, 4 Urinals, 7 Shower cubicles and 8 Washbasin Privacy cubicles
- The female area in Toilet Block 2 has 7 WC cubicles, 7 Shower cubicles and 5 Washbasin Privacy cubicles
- The male area in Toilet Block 2 has 7 WC cubicles, 4 Urinals, 7 Shower cubicles and 4 Washbasin Privacy cubicles
- Both the female and male areas have a modified WC cubicle, a modified Shower cubicle and a modified Washbasin Privacy cubicle with grab rails to assist mobility
- Taps in block incorporate lever controls



Toilet Block 1



Toilet Block 2



### **Baby and Toddler Room - Toilet Block 1**

- There is a baby and toddler room in Toilet Block 1
- There is access to the baby and toddler room via the internal lobby
- The door opens to 750mm wide, with a level threshold and opens inwards
- The door's key lock is 1000mm high
- The room's dimensions are 1700mm x 2900mm but it does narrow to 1000mm between the bath and the wall
- There is a low WC at 330mm
- There is a half bath with a shower above, this has lever taps to operate
- There is a drop down baby change unit at 850mm
- The basin has thumb turn taps



### **Baby and Toddler Room - Toilet Block 2**

- There is a baby and toddler room in Toilet Block 2
- There is access to the baby and toddler room via the paved area around the toilet block
- The door opens to 750mm wide and opens outwards, there is a steep 200mm ramp to the threshold
- The door requires a key to open and there is a pulley system to operate the door
- The room's dimensions are 3200mm x 1400mm
- There is a low WC at 420mm

- There is a half bath with a shower above, this has twist turn taps to operate
- There is a drop down baby change unit at 850mm
- The basin has thumb turn taps



## **Other Facilities**

### **Dishwashing – Toilet Block 1**

- There is a dishwashing room, which is accessed via the paved area around the toilet block
- The door is 800mm wide, over a level threshold and opens inwards
- There is 2400mm x 2600mm clear space
- There are 4 sinks in an 840mm high counter with 820mm knee space underneath
- There are lever turn taps available



### **Dishwashing – Toilet Block 2**

- There is a dishwashing room, which is accessed via the paved area around the toilet block
- The door is 800mm wide, over a level threshold and opens inwards
- There is 1850mm x 3200mm clear space
- There are 3 sinks in an 900mm high counter with 870mm knee space underneath and 1 lower sink at 750mm high, with 720mm knee space underneath
- There are lever turn taps available



### **Laundry – Toilet Block 1**

- The laundry room is accessed via the internal lobby



- The door is 850mm wide, over a level threshold and opens inwards
- There is 3550mm x 3100mm clear space internally, however this narrows to 2050mm in front of the machines
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 2 sinks in a 850mm high counter with 700mm kneespace below
- Both twist turn and lever taps fitted



Laundry Room - Toilet Block 1

### **Laundry – Toilet Block 2**

- There is a level gravel footpath leading to the laundry room
- The door is 800mm wide, over a level threshold and opens inwards
- There is 3450mm x 2350mm clear space, however this narrows to 1450mm between the machines and the sinks
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 2 sinks in a 900mm high counter with 870mm kneespace below and 1 lower sink at 750mm high with 720mm kneespace below
- Both twist turn and lever taps fitted



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

- The information room is 10 metres from the reception
- There is a paved ramp leading to the information room
- The door opens to 800mm wide, over a level threshold and opens inwards
- The room's dimensions are 2600mm x 3200mm
- Information is displayed between 700mm - 2000mm high



### **Play Area**

- There is a play area to the west of the site
- There is access via grass from the roadway
- There is no gate to access



- The equipment is mounted on safety flooring



### **Dog Walk**

- There is a dog walk to the north of the site
- There is access via a large double gate
- The ground to the walk is uneven and woodchipping, which may be difficult for wheelchair users to navigate



### **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 do have ramps to access them from the adjacent roadways

- The paths around the Service Points can be as narrow as 900mm wide
- The water taps are at a maximum of 650mm high, with cross head taps
- Chemical Emptying Points can be found here too
- The taps at the Chemical Emptying Points are a maximum of 1120mm high



### **Motorhome Waste Point**

- There is one Motorhome Waste Point on site, located opposite the storage area
- The taps are mounted on an 80mm kerb and are 950mm above the kerb



### **Recycling & Waste Area**

- This site has a single waste and recycling area, please consult the Site Map for its specific location. If you have any concerns or questions please discuss with the site team during your stay.

### **Storage Area**

- There is a storage area to south of the site, please contact site staff for information regarding storage

## **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 service approximately ¼ mile towards the village, with buses to Worcester and Upton. Buses do not run on the weekends.

### **Taxi**

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