

## **Access Information Statement**

### **Maragowan**

#### **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**

Site has three spaces for new arrivals on entry into site, as well as one space for late arrivals in the annex area near to the reception block. There are four parking spaces for visitors. None of the spaces are designated for disabled people but have evenly laid gravel on level ground.

#### **Reception**

There is a good choice of steps and ramp to reception. The ramp has a gentle gradient of 1:25 and steps are well identified with white painted edges. There is a call bell for assistance located at a high level of 1450mm by the door. There is no weather protection above. The door has a good clear effective width of 850mm and a well located lever handle but is heavy to open. Good level entry without threshold step. Room has limited circulation space of 1100mm x 1750mm, this is partly due to door being inward opening. The counter height is 900mm and is not currently fitted with a hearing induction loop system to assist hearing aid users. Pamphlets and books are generally well displayed at suitable heights.

#### **Pitches**

There are no pitches permanently designated for disabled people. Gravel-surfaced pitches near the accessible WC block may be suitable for disabled people, and every effort will be made to allocate these pitches to disabled people. These pitches are between 8m and 50m from the accessible WC, laundry and vegetable preparation facilities and approximately 200m from the information room and reception. All attempts are made to allocate pitches that are on level ground.

#### **Public areas of the site**

The site is level with a tarmac road running around the site. There is one large hump in the road with no alternative route. Both pedestrians and vehicles use this access road and there is no definition between pedestrian or vehicle routes.

## Toilet blocks

The male, female and accessible facilities are within a block 200m from the reception building. There is no space for parking near these facilities, but as pitches used for disabled users are nearby, there is little need for parking.

There are no steps at the entrances into the male and female facilities, only a small well contrasting threshold. Both have doors that are kept unlocked. Internally they have good anti-slip flooring.

There are privacy cubicles with washbasins in each of the single sex facilities. One has grabrails for ambulant disabled people. In the male toilets, one WC and one shower cubicle are fitted with grabrails, whilst female shower cubicles have grabrails to assist ambulant disabled people. There are grabrails at the urinals. The taps to the washbasins are single lever type. Both facilities have poor visual contrast between fittings and their background.

There is an **accessible shower and toilet cubicle** located near the male facilities, which is opened using a radar key available at reception upon request. The route has a short ramp with suitable gradient of 1:15. The door is inward-opening with a flush threshold, which means it cannot be opened from the outside if someone falls against it in an emergency. The room has generous manoeuvring space and is 2600mm wide x 2800mm deep. Flooring is of good anti-slip type. The WC and washbasin layout are generally to AD M standards, although the washbasin is too far from the WC pan. There is a good lever mixer tap at the washbasin. An alarm system is provided.

## Other facilities

The **information room** is next to the reception. The approach route is step-free with level entry at door. Entrance door is well contrasting against façade and is light to open. Room has adequate circulation space, although slightly narrow. The leaflets are displayed at 400 to 1600mm height.

There is a **vegetable preparation area** off a covered walkway of the WC block with level access and approach. It has a wide door that is easy to open. Room has adequate space for a wheelchair user to manoeuvre. The sinks are 890mm high without knee recess and have lever taps.

The **laundry facility** is located in the WC block with an adjacent drying room. It has excellent level entry and the door is well contrasted against facade. There is a suitable 830mm wide entrance door, but it is heavy to open and lacks vision panel. There is a front-loading washing machine and front-loading tumble dryer. The coin slots to these are mounted at a suitable height. Sinks are at 890mm height but without a kneehole space and the taps are not lever type. The drying room has a hanging rail with coat hangers at a very high level of 2100mm. Flooring is of good anti-slip type in these rooms.

The **public telephone** is within a phone box located off the ramp to reception. Outward opening door has suitable clear effective width of 760mm but it is heavy to open. Inside the box the space is too small for a wheelchair user to manoeuvre. Phone coin slot and receiver are set high at approximately 1300mm height. The phone has an inductive coupler to assist hearing aid users.

This site benefits from a very well equipped **Baby and Toddlers Room** with child-size fittings including bath, wash basin and toilet. This facility has level access and a door which is light to open. There is suitable circulation space once inside.

There are four service points, one of which is located at the toilet block close to pitches normally allocated for the disabled.