

Access Statement

Marazion

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

There is a gate at the entrance. The main site areas are not access controlled by a barrier. There is space for 2 new or late arrivals in a lay-by with a gravel surface in front of the reception. There is a visitors' parking area for 4 cars, but none of the spaces are designated for disabled people.

Reception

The reception is located near the site entrance, but is approached over the gravel lay-by. There is 1 step at the outward opening door. A call bell for summoning assistance is mounted behind the reception door at high level at 1500mm height. The reception counter height is 1000mm with no overhang. The reception is not currently fitted with a hearing induction loop system to assist hearing aid users. In the reception there is insufficient space to manoeuvre a wheelchair due the restricted 1270mm wide space. There are items for sale on shelving ranging from 200mm to 900mm height.

Pitches

There are no pitches permanently designated for disabled people. 10 grass-surfaced pitches near the service point are offered to disabled people at the time of booking. There are no roll-out mats available. These pitches are 90m from the reception, information room and telephone.

Circulation around the Site

The site is level. Both pedestrians and vehicles use the access roads and there is no definition between pedestrian and vehicle routes.

Toilet Block

This site does not have a toilet block. The site does not have an **accessible WC or shower**.

Other Facilities

The **information room** is in a room at the end of the reception block. This room has a 150mm step at the narrow, 720mm wide door. Internally there is insufficient manoeuvring space for a wheelchair user, as the space is 930mm wide. The information leaflets are displayed at 1150 to 1700mm height.

The **public telephone** box is adjacent to the reception block and has a 20mm step up to a very narrow door 650mm wide. The phone box interior is 720 x 750mm. The phone coin slot, key pad and hand-set are at 1400mm height. The telephone has an inductive coupler to assist hearing aid users.