

Access Statement

Merrose Farm

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 no entry barrier. There is parking for 8 visitors near the reception, one of which is a designated accessible bay. There is space for 4 caravans in the combined new and late arrivals area, which is located on the other side of the reception. Both these parking areas have a tarmac surface.

Reception

The reception is approached via a narrow 960mm wide 1:12 gradient ramp with one handrail, or via a step with no handrails. The reception entrance door is level with a vision panel. The inward-opening door is narrow, with less than 710mm clear width past the door weather bar. There is a call bell for assistance mounted at 1500mm height on the door. The counter height is 890mm with a 65mm overhang, and it is not currently fitted with an induction loop system to assist hearing aid users. In the reception there is sufficient space to manoeuvre a wheelchair. There are items for sale on shelves ranging from 600mm to 1600mm height.

Pitches

There are no pitches permanently designated for disabled people. There are 5 gravel-surfaced pitches and 3 grass-surfaced pitches near the toilet block. These pitches can be requested by disabled people at the time of booking and every effort will be made to accommodate these requests. There are no roll-out mats available. These pitches are between 75m and 110m from the reception, information room and telephone. They are between 10m and 35m from the toilet block (which has an accessible WC, dishwashing area, laundry and baby and toddler room).

Circulation around the Site

The site gently slopes in places, with the only significant 1:8 gradient on a short stretch of road south of the toilet block. There are no speed bumps on the site. Both pedestrians and vehicles use the access roads and there is no definition between pedestrian and vehicle routes.

Toilet Blocks

The toilet block houses two sets of male and female facilities, plus the accessible WC and shower cubicle. There is space for parking near these facilities.

The **accessible WC and shower** cubicle contains a WC and shower, and is opened using a RADAR key. There is level entry through a wide outward-opening door with an easy-to-use lock. The room is



2250mm wide x 2250mm deep and has extra space for the shower alcove (1050 x 970mm) with a non-slip tiled floor. The WC and shower are for left-hand transfer only. The layout of the WC, washbasin and grab rails departs from AD M standards in the following ways: WC pan flush handle is too high at 1300mm height, the washbasin is too far (370mm) from WC pan, no second vertical rail at the washbasin and shower without a drop-down rail. An alarm system is provided in each facility. The shower controls are lever type to assist people with limited manual dexterity. There is no thermostatic mixer at the washbasin. There is poor contrast between the sanitary fittings and their background, and between the door and ironmongery.

There is level entry into both the female facilities and one of the male facilities. They have inward-opening doors (except the male facility with a step at the entrance door) and flush mat-wells. Internally they have tiled floors with non-slip tiles in the showers.

In all the **male and female facilities** one WC, one shower cubicle, one privacy cubicle and in the male facilities one urinal, are fitted with grab rails to assist ambulant disabled people. The taps to the washbasins are lever type to assist people with limited manual dexterity. All the facilities have poor visual contrast between sanitary fittings and their background.

Other Facilities

The **information room** is in a shed near the reception and has level access from a shallow, but narrow ramp. There is a wide entrance door and internally there is adequate circulation space in front of leaflets. The leaflets are displayed at 930 to 1370mm height.

The **dishwashing area** is part of the toilet block and has level access and sufficient internal circulation space. It has a narrow entrance door with only 680mm past a protruding weather bar. There are four sinks, one of which is at a reduced height of 760mm with a kneehole space under the sink. The other sinks are at 900mm height. The sinks have lever taps.

The **laundry** is in a room at the side of the toilet block. This room has level access from a wide 1:12 gradient ramp with one handrail. It has a narrow entrance door which only gives 680mm past a protruding weather bar. There is sufficient internal circulation space. There are three sinks, one of which is at a reduced height of 760mm with a kneehole space under the sink. The other sinks are at 900mm height. The taps are lever type. There are front-loading washing machines and tumble dryers. The machine coin slots are at 1000mm height. The iron and its coin slot are mounted at 1300mm height.

The **baby and toddler room** is located on the front of the toilet block and it has a level approach route. There is a level entrance door and acceptable circulation space within. There is children's height sanitary ware such as a WC, sink and short bath. The taps are lever type without thermostatic mixers.

The **public telephone** on the side of the reception block has a short gentle ramp up to an open doorway (1000mm wide) with a net curtain. The phone box interior is 1120 x 1130mm. The phone coin slot, key pad and hand-set are at 1440mm height. The telephone has no inductive coupler to assist hearing aid users.