

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ newforest@camc.com

☎ 01425 673638

🌐 <https://www.caravanclub.co.uk/club-sites/england/southern-england/hampshire/new-forest-caravan-club-centenary-site/>

## **At a Glance**



### **Level Access**

- There is level access to all facilities on site



### **Step only Access**

- There is nothing with step only access



### **Accessible Toilets and Showers**

- There is a combined accessible toilet and shower cubicle in both of the toilet blocks



### **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**

New Forest Caravan Club Centenary Site  
Forest Road,  
Bransgore,  
Hampshire,  
BH23 8EB

## **Arrival and Reception**

### **Approach Route**

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side when you enter the site
- Access into the site is controlled via a vehicle barrier with a proximity card reader
- The ground is level in this area with hard surfaced paths linking facilities.

### **Parking**

- A new arrival bay is set outside of the Reception building.
- There is space for 9 cars to park opposite Reception, including 1 marked disabled bay. The ground in this area is firm tarmac and the route to reception is smooth and level
- There is space adjacent to reception for Late Night Arrivals, there are 3 marked bays

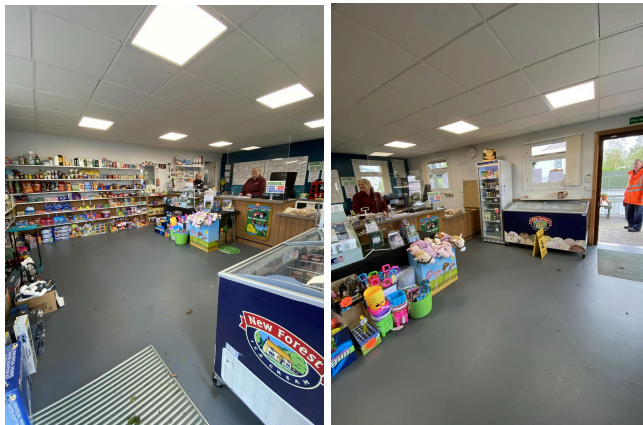
### **Entrance into Reception**

- There is a dropped kerb to the pavement around reception
- The entrance door is 1000mm wide and over a level threshold
- The entrance door is not power assisted, and opens inwards but may be heavy to open
- A call bell is available to summon assistance, this is 1500mm above ground level



## **Reception**

- There is approximately 3000mm x 4000mm turning space, clear of the desk and furniture
- The reception desk is set 960mm above the floor and incorporates a dropped section at 760mm however there is no knee recess in the desk
- The desk is not fitted with a hearing loop



## **Getting around the Site**

- The site is generally set relatively level throughout
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps



## **Pitches**

- There are 275 pitches on site, 125 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 approximately 20 pitches which are recommended for people with accessibility needs, these are between 20 metres and 75 metres of the nearest toilet block and 115 metres and 190 metres from reception

## **Toilets and Changing Facilities**

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

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block A which is set in between the Liberator, Mustang and Spitfire fields
- The toilet block is accessed via dropped kerbs to a paved area
- The toilet is accessed via an internal lobby, the outer lobby door opens to 960mm wide
- The cubicle door is 770mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2410mm x 2540mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 500mm above the floor level
- The clear space to the side of the toilet is 1400mm wide



- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 100mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm above floor level
- The basin taps and shower controls are fitted with levers



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

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block B which is set in the Typhoon field
- The toilet block is accessed via dropped kerbs to a paved area
- The toilet is accessed via an internal lobby, the outer lobby door opens to 960mm wide
- The cubicle door is 770mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2410mm x 2540mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 500mm above the floor level
- The clear space to the side of the toilet is 1400mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 100mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm above floor level

- The basin taps and shower controls are fitted with levers



### **Standard Toilets and Washrooms**

- There are two toilet blocks on site, Toilet Block A is located between the Liberator, Mustang and Spitfire fields and Toilet Block B is located in the Typhoon field
- Toilet Block A also has extra wings with further facilities which open when the site has high occupancy
- Parking is available next to both of the Toilet Blocks
- The toilet blocks are accessed via a dropped kerb to the pavement around the toilet block
- Entrance doors to the toilets are via a main lobby, the main entrance door is 960mm
- Entrance doors to the wings on Toilet Block A are accessed externally
- The Entrance doors to the Male and Female toilets have 770mm clear opening over level thresholds
- Each female area has 6 WC cubicles, 6 shower cubicles and 5 washbasin privacy cubicles
- Each male area has 4 urinals, including one lower urinal at 450mm with grab rails, 5 WC cubicles, 6 shower cubicles and 5 washbasin privacy cubicles
- There is a modified WC cubicle, a modified privacy cubicle and a modified shower cubicle in each male and female areas of the toilet blocks, with grab rails for mobility assistance
- Taps in each block incorporate lever controls



### **Family Washroom - Toilet Block A**

- The Baby and Toddler room is accessed via the internal lobby
- The door opens to 800mm wide over a level threshold
- There is limited space internally as there is only 1180mm x 2400mm clear space
- There is a lower WC at 400mm high
- There is a drop down baby change bench at 900mm high
- There is a half bath with a shower above
- There is a standing shower with a 200mm step up



### **Family Washroom - Toilet Block B**

- The Baby and Toddler room is accessed via the internal lobby
- The door opens to 800mm wide over a level threshold
- There is limited space internally as there is only 1180mm x 2400mm clear space
- There is a lower WC at 400mm high
- There is a drop down baby change bench at 900mm high

- There is a half bath with a shower above
- There is a standing shower with a 200mm step up



## **Other Facilities**

### **Dishwashing – Toilet Block A**

- The room is accessed externally via the pavement surrounding the toilet block
- The entrance door opens to 1000mm wide over a level threshold
- There is 1900mm x 2300mm clear space within the room
- There are 5 sinks at 900mm high with kneespace below
- Lever mixer taps available



### **Dishwashing – Toilet Block B**

- The room is accessed externally via the pavement surrounding the toilet block
- The entrance door opens to 1000mm wide over a level threshold
- There is 1900mm x 3000mm clear space within the room
- There are 4 sinks at 900mm high with kneespace below



- Lever mixer taps available



### **Laundry – Toilet Block A**

- The room is accessed externally via the pavement surrounding the toilet block
- The entrance door is 990mm wide over a level threshold
- There is 2900mm x 1800mm clear space within the room
- There is 2 front loading washing machines and 2 front loading tumble dryers
- The coin slots are 1060mm high
- There are 3 sinks at 900mm high
- Lever taps available



### **Laundry – Toilet Block B**

- The room is accessed externally via the pavement surrounding the toilet block
- The entrance door is 990mm wide over a level threshold
- There is 1800mm x 3000mm clear space within the room
- There is 1 front loading washing machine and 1 front loading tumble dryer

- The coin slots are 1060mm high
- There are 3 sinks at 900mm high
- Lever taps available



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

- Access via the paved area around reception
- The door is 1000mm wide over a level threshold and opens outwards
- The room's dimensions are 2500mm x 2700mm
- Information is displayed between 900mm and 1600mm high



### **Dog Agility Area**

- There is a dog agility area to the North West of the site
- The dog agility area is accessed via a hard surfaced path, there are fences placed in the path to prevent people cycling into the road. There is still 1100mm wide space around the fences
- There is a 1300mm wide gate to the agility area
- The equipment is mounted on a mixture of safety flooring and grass



## **Play Area**

- There is a further play area on the field beside the driveway, adjacent to the overflow car park just before reception
- There is access over grass
- The equipment is mounted on grass



Play Area near reception



## **Dog Walk**

- There is a dog walking area to the North West of the site, behind the playground
- The dog walking area is accessed via a hard surfaced path, there are fences placed in the path to prevent people cycling into the road. There is still 1100mm wide space around the fences
- The ground to the area is grass



## **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 with level access from the roadways
- The paths around the Service Points can be as narrow as 700mm wide
- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 1200mm high



### **Motorhome Waste Point**

- There are two Motorhome Waste Points on site, one located close to each toilet block
- The taps at the Motorhome Waste Points are at 1300mm high



### **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.

## **Information**

### **Written Information**

- A Large print version of the site leaflet is available from Reception
- 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 at the Late Night Arrival area 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 stop in Bransgore with buses towards Christchurch
- There is a bus stop in Thorney Hill to Ringwood
- This bus stop is very infrequent, as it only runs 3 days a week

### **Taxi**

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