

## Accessibility Guide for Norfolk Broads Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 <https://www.caravanclub.co.uk/club-sites/england/east-anglia/norfolk/norfolk-broads-caravan-club-site/>

### At a Glance

#### Level Access

- The site is generally level throughout

#### Step only Access

- There is no step only access

#### 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

Norfolk Broads Caravan Club Site  
Johnson Street,  
Ludham,  
Great Yarmouth,  
Norfolk,  
NR29 5NY

## Arrival and Reception

### Approach Route

- There is an open gateway to the drive to the forecourt of the site
- The reception building is on the left hand side when you enter the site
- There is no 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 space for 5 visitor cars to park approximately 25 metres from the reception, however there are no marked bays or disabled bays.
- There are no late night arrival bays

### Entrance into Reception

- There are three routes to enter reception, the route to the left is via a dropped kerb, and two steps. The central route is via dropped kerb and three steps. The route on the right is via a dropped kerb and a ramp, all three routes have handrails.
- The Entrance door is 800mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards



## Reception

- There is approximately 2100mm x 3000mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor with a 750mm high dropped section
- The desk is not fitted with a hearing loop



## Getting around the Site

- The site is generally level throughout
- Pedestrians share vehicles routes, which are well maintained tarmac with speed bumps located throughout

## Pitches

- There are 109 pitches on site, 93 of which are hardstanding
- Temporary multipurpose access rubber matting is 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.

## Toilets and Changing Facilities

### Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in a separate room at the Toilet Block, which is 75 metres from the reception building

- The Accessible Toilet and Shower cubicle is accessed via a dropped kerb leading to a paved ramp
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2450mm x 2450mm
- The WC pan is right hand transfer.
- The drop down 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 1000mm 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 1100mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1350mm above floor level
- The basin taps and shower controls are fitted with levers



### Standard Toilets and Washrooms

- There is one toilet and shower block which is 75 metres from the reception building
- The toilet block has a paved path around, which can be accessed via dropped kerbs leading to a paved ramp

- The female area has 7 WC cubicles, 6 Shower cubicles and 4 Washbasin Privacy cubicles
- The male area has 5 WC cubicles, 3 Urinals including 1 lower Urinal, 6 Shower cubicles and 4 Washbasin Privacy cubicles
- There are no modified cubicles in the male or female area
- Taps in block incorporate lever controls



### Baby and Toddler Room

- There is a baby and toddler room in the toilet block
- The door opens to 850mm wide, with a level threshold and opens outwards
- The door's keypad lock is 1550mm high
- There is 1000mm x 1800mm circulation space, however it does narrow to 750mm wide between the sink and the bath
- There is a WC at 420mm high
- There is a half bath with thumb turn taps to operate
- There is a drop down baby change unit at 950mm
- The basin has lever taps





## Other Facilities

### Dishwashing – Toilet Block

- The dishwashing is accessed via the paved path around the toilet block
- The door is 850mm wide over a rollover threshold and opens outwards
- There is 850mm x 3350mm clear space
- There are 3 sinks in a 890mm high counter with 700mm knee space underneath
- There are lever taps available



### Laundry – Toilet Block

- Level access via paved area
- The door is 800mm wide, over a 50mm threshold and opens inwards
- The room's dimensions are 2900mm x 2000mm
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 2 sinks in a 900mm high counter with no knee space below
- Lever taps fitted



## Information Room – Adjacent to Reception

- The information room is behind the reception building in a separate wooden hut
- The door opens to 800mm wide over a rollover threshold and opens outwards
- The room's dimensions are 1100mm x 1550mm
- Information is displayed on a 900mm high desk



## Play Area

- There is a play area behind the reception
- There is access via a gently sloping concrete slab footpath
- There are two 900mm wide gates
- The equipment is mounted on safety flooring



## Boules Pitch

- There is a boules pitch adjacent to the play area
- There is access via a gently sloping concrete slab footpath
- There is a 900mm wide gate to access



## 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 raised concrete settings, level access from adjacent roadways
- The paths around the Service Points can be as narrow as 750mm wide
- The water taps are at a maximum of 700mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 1150mm high





## Motorhome Waste Point

- There is one Motorhome Waste Point on site, located near the toilet block
- There are 750mm high taps mounted on a 100mm high kerb



## 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 request bus stop 70 yards from the site entrance, the timetable is available at the reception
- There is a Park and Ride into Norwich from Sprowston, which is 10 miles from the site on the A1151

## **Taxi**

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