

## Access Statement

### Pandy

## 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.

## Reception

The Reception is located near the site entrance. Unfortunately, there is a kerb level change to the entrance plus a further step of 105mm and additional 45mm threshold into the reception door. The door has a wide 940mm clear opening but space near the reception desk would be restricted for wheelchair users at less than 1000mm. There is no hearing induction loop system at the counter to assist hearing aid users.

## Pitches

There are a total of 53 pitches. There are no designated accessible pitches though certain pitches can be reserved for disabled people. The furthest pitch is approximately 120m from the toilet block. Around 9 pitches fall within a 50m travel distance on a level route of the shower/toilet block (which also contains freshwater tap, laundry room, dishwashing area, refuse and waste disposal). Disabled people have a choice of hard or grass pitch.

## Circulation around the Site

The site is relatively level throughout. There is a gradient at the access drive where it meets the road. The distance from the reception building to the toilet block is 70m for ambulant people but 90m for wheelchair users and others unable to negotiate a kerb.

## Toilet Block

The toilet block, with other facilities, has space for parking outside if required.

**Male and female facilities** unfortunately have a 150mm step up into them. None of the "privacy cubicle" basins, urinals, showers or toilet cubicles have grab rails to assist ambulant disabled people, though the showers have some "D" handles fitted on the wall that may offer some support.

The **accessible WC and shower** is provided in a separate room to the rear of the block with suitable level access. The room is 2000mm x 3400mm in size with a left hand transfer toilet and a right hand transfer shower. There is an alarm cord fitted and lever taps are provided to assist people with limited manual dexterity.



## **Other Facilities**

The **laundry room** has a 150mm step and a heavy door though there is a 1500mm wheelchair turning space internally. Machine coin slots are at just over a metre from the floor though the washing machine lid, iron and spin dryer controls are set quite high at over 1200mm.

Assistance with laundry and other services can be sought from site staff if required on request.

The **information room** is located approximately 40m from the toilet block, towards the reception. Unfortunately the door has a threshold step of 60mm externally and the double doors have a narrow clear opening of only 540mm though 1 door leaf (though both doors may be opened to provide 1080mm total.) Internally there is a 1500mm wheelchair turning space.