

Accessibility Guide for Pandy Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ pandy@camc.com

☎ 01873 890370

🌐 <https://www.caravanclub.co.uk/club-sites/wales/monmouthshire/pandy-caravan-club-site/>

At a Glance



Level Access

- The site is generally level throughout



Step only Access

- The reception, dishwashing and laundry room and the male and female facilities have step



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

Pandy Caravan Club Site
Pandy,
Abergavenny,
Monmouthshire,
NP7 8DR, Wales

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
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by card access.
- 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 4 cars to park opposite Reception, however there are no disabled bays. The ground in this area is tarmaced
- There are no late night arrival bays

Entrance into Reception

- There is a kerb up to the pavement around reception
- The entrance door is 940mm wide with a 105mm step up and a 45mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1600mm above ground level



Reception

- There is approximately 2800mm x 1200mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor and incorporates a lift up countertop
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout however there is a gradient at the access drive where it meets the road
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 53 pitches on site, 27 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 9 pitches within 50 meters of the toilet block

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set towards the east of the site
- The toilet block is accessed via the paved area around the toilet block, which can be accessed via a dropped kerb
- The door is 1000mm 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 2000mm x 3300mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm high and the shower seat is 480mm high
- The clear space to the side of the toilet is 900mm wide
- The cubicle is fitted with two pull cord alarms, which are tested frequently
- The WC Pan and shower are fitted with grab rails to assist transfer
- Shower controls are 1000mm 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



Inclusive Bathroom - Toilet Block

- There is an inclusive bathroom within the toilet block, that can be accessed by a paved area, which is accessed via a dropped kerb
- The door is 800mm wide, with a 30mm threshold and opens outwards
- There is no key required
- The room's dimensions are 2200mm x 3500mm
- The WC pan is 420mm above the floor level
- There is a shelf next to the WC pan at 750mm above the floor level, and 300mm away from the WC
- There is a half bath, with a shower above with lever turn taps to operate
- There is a shower, with controls at 1000mm high
- The shower head is on a sliding rail, a minimum of 1300mm high
- The drop down baby change is 900mm high
- The basin has lever control



Standard Toilets and Washrooms

- There is one toilet and shower block on the east of the site
- There is no parking is available next to Toilet Block
- Entrance doors are accessed by a paved area, which is accessed via dropped kerb
- The entrance doors to the male and female areas have a 150mm step in to them

- The female area has 4 WC cubicles, 4 Shower cubicles and 3 Privacy Washbasin cubicles
- The male area has 3 Urinals, 3 WC cubicles, 4 Shower cubicles and 3 Privacy Washbasin cubicles
- There is one modified cubicle of each type within the male and female areas for those with mobility issues
- Taps in each block incorporate lever controls



Other Facilities

Dishwashing and Laundry Room – Toilet Block

- Level approach via paved area
- The dishwashing and laundry room is within the toilet block
- The door is 850mm wide, over a 150mm step and opens outwards
- There are 2 dishwashing sinks and one laundry sink at 850mm high with 550mm kneespace below
- Lever taps available
- There is one front loading washing machine and one front loading tumble dryer



Information Room – Near the Toilet Block

- The information room is approximately 40 meters from the toilet block
- There is a 60mm external step to the information room
- There is a double door, each side opens to 700mm wide
- The room's dimensions are 2300mm x 2300mm



Bike Wash

- There is a bike wash available next to the toilet block
- The tap is 1150mm high



Dog Walk

- There is a dog walk to the south of the site
- The dog walk is accessed via a large gate
- The ground to the area is grass and mud and has uneven footing



Service Points

- There are Service Points at intervals on site, check the site plan for details
- The service points are on concrete settings

- The path around the Service Point can be as narrow as 700mm wide
- The water taps are at a maximum of 1150mm high, with cross head taps
- Chemical Emptying Points can be found here too, with taps at 1150mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the service point at the east of the site
- The taps are 770mm above the ground



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 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 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 bus service approximately a 5 minute walk from site, with buses to Abergavenny and Hereford

Taxi

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