

Accessibility Guide for Richmond Hargill House 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/yorkshire/north-yorkshire/richmond-hargill-house-caravan-club-site/>

At a Glance



Level Access

- The site is generally sloping throughout



Step only Access

- The information room has 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

Richmond Hargill House Caravan Club Site
Gilling West,
Richmond,
North Yorkshire,
DL10 5LJ

Arrival and Reception

Approach Route

- The site is accessed by a tarmac drive
- The reception building is to the left when you enter
- There is a fob barrier to access 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 2 visitor cars to park within 15 metres of the reception, on a gravel area, however there are no designated accessible bays
- There is 2 late night arrival bays in the visitor parking area

Entrance into Reception

- The reception is accessed by either a 1000mm wide ramp with a hand rail to one side or three steps, with a handrail to one side
- The Entrance door is 700mm wide over a 10mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1400mm above ground level



Reception

- There is approximately 1700mm x 2300mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with no dropped section
- The desk is not fitted with a hearing loop
- A variety of items are available for sale within the reception



Getting around the Site

- The site is generally sloping throughout, with flat levels connected by sloping access roads
- Pedestrians share vehicles routes, which are well maintained tarmac with no speed bumps

Pitches

- There are 61 pitches on site, 41 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.
- There are 2 pitches on site, which are within 8 meters of the toilet block and 100 metres of reception which may be suitable for those with accessibility needs

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 to the north of the site, behind the reception building
- The Accessible Toilet and Shower cubicle is accessed via a dropped kerb
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by a RADAR key. A key can be borrowed from Reception
- There is 2200mm x 1900mm clear space within the cubicle
- The WC pan is left 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 600mm 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 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1400mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet block to the north of the site
- There are dropped kerbs to access the toilet block
- The female area has 7 WC cubicles, 4 Shower cubicles and 6 Washbasin Privacy cubicles
- The male area has 4 WC cubicles, 4 Urinals, 3 Shower cubicles and 4 Washbasin Privacy cubicles
- Both the female and male areas have a modified WC cubicle, a modified Shower cubicle and a modified Washbasin Privacy cubicle with grab rails to assist mobility
- Taps in block incorporate lever controls



Other Facilities

Dishwashing – Toilet Block

- There is a dishwashing area in the toilet block
- The double doors opens to 750mm wide on each side, over a level threshold and open outwards
- There is 650mm x 2900mm clear space
- There are 3 sinks in an 850mm high counter with 550mm knee space underneath
- There are lever taps available



Laundry – Toilet Block

- There is a laundry room within the toilet block
- The door is 750mm wide, over a level threshold and opens outwards
- The room's dimensions are 1900mm x 2500mm
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are two sinks in an 850mm high counter with 550mm knee space below
- Lever mixer taps fitted



Information Room – Opposite Reception

- The information room is in a separate structure, set on a grassy area opposite the reception
- There is a 1150mm wide gate, with a latch at 1020mm high to access the grass area
- There is a 100mm step up to the information room
- The door opens to 730mm wide, over a 100mm threshold and opens outwards
- The room's dimensions are 1250mm x 2200mm
- Information is displayed at 880mm high



Dog Exercise Area

- There is a dog exercise area to the east of the site
- There is a double gate to access the area
- The ground here is grass and uneven



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, with level access from the adjacent roadways
- The paths around the Service Points can be as narrow as 750mm wide
- The water taps are at a maximum of 1130mm high, with cross head taps
- Chemical Emptying Points can be found here too with taps at a maximum of 1180mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located opposite pitches 4 and 5
- The taps are 750mm 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 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 bus stop 100 yards from the site, with limited buses that run to Grassington or Ilkley

Taxi

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