

Accessibility Guide for Scarborough West Ayton Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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☎ 01723 862989

🌐 <https://www.caravanclub.co.uk/club-sites/england/yorkshire/north-yorkshire/scarborough-west-ayton-club-campsite/>

At a Glance

Level Access

- The site is set on different levels, the roadways do slope throughout

Step only Access

- There is a small step into the information room
- The games room is only accessible via a gravel path
- The play area is accessed across grass

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

Scarborough West Ayton Club Campsite
Cockrah Road,
West Ayton,
Scarborough,
North Yorkshire,
YO13 9JD

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side of the entrance road
- The main site is accessed through an electric barrier with controls at 1200mm and 1700mm high
- 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 a car park opposite reception with space for 7 cars to park in marked bays, with no marked disabled bays. The route from here to reception is hard surfaced and slopes slightly
- There is one Late Night Arrival bay on site

Entrance into Reception

- There is a dropped kerb which leads to a 1300mm wide ramp leading to the reception door
- There is an alternative approach to the entrance, which has two steps, the first is 140mm high and the second 170mm high
- The entrance door is 750mm wide, over a 30mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1500mm above ground level



Entrance to Reception

Reception

- There is approximately 5200mm x 1400mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor and incorporates a dropped section which is 750mm high, with clear knee space
- There is no hearing loop in the reception building



Getting around the Site

- The site is set on a sloping hillside, however the upper section is generally level and both toilet blocks are level. There are some steps to access different levels of the site
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 163 pitches on site, 150 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 5 hardstanding pitches available within 40 metres of Toilet Block A, and 4 hardstanding pitches within 40 metres of Toilet Block B which may be suitable for those with accessibility needs
- The fully serviced pitches and premium pitches on site, however most of these are set further away from the toilet blocks so please talk to site staff about what may be most suitable for your needs

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 to the north of the site, on the upper level
- The toilet block is accessed via dropped kerbs to the pathway surrounding the toilet block
- The door is 900mm 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 2600mm x 3200mm
- The WC pan is left hand transfer.
- The shower seat is right 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 1300mm wide
- The cubicle is fitted with two pull cord alarms, which are 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 1300mm above floor level

- The basin taps and shower controls are fitted with levers



Accessible Toilet - Toilet Block A

- There is also an accessible toilet cubicle available in Toilet Block A
- The cubicle is accessed via the pathway surrounding the toilet block
- The door is 900mm wide, over a level threshold and opens outwards
- The cubicle's overall dimensions are 2380mm x 1500mm
- The WC is right hand transfer
- The toilet seat is 480mm above the floor level
- There is 700mm clear space next to the toilet
- The toilet is fitted with grab rails to assist transfer
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The basin has lever taps to operate



Accessible Toilets and Bathing Facilities – Toilet Block B

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block B, which is set towards the south of the site on a lower level
- The toilet block is accessed via dropped kerbs to the pathway surrounding the toilet block
- The door is 900mm 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 2700mm x 3100mm
- The WC pan is left hand transfer.
- The shower seat is right 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 1300mm wide
- The cubicle is fitted with two pull cord alarms, which are 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 1300mm above floor level
- The basin taps and shower controls are fitted with levers



Accessible Toilet - Toilet Block B

- There is also an accessible toilet cubicle available in Toilet Block B
- The cubicle is accessed via the pathway surrounding the toilet block

- The door is 900mm wide, over a level threshold and opens outwards
- The cubicle's overall dimensions are 2200mm x 1300mm
- The WC is right hand transfer
- The toilet seat is 480mm above the floor level
- There is 600mm clear space next to the toilet
- The toilet is fitted with grab rails to assist transfer
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The basin has lever taps to operate



Standard Toilets and Washrooms

- There are two toilet blocks, Toilet Block A is set to the North of the site and Toilet Block B is set to the south of the site
- There is no parking available at either toilet block
- Entrance doors to both toilet blocks are accessed by paved areas, which are accessed via dropped kerbs
- The female area in Toilet Block A has 6 WC cubicles, 4 Shower cubicles and 2 Washbasin Privacy cubicles
- The male area in Toilet Block A has 5 WC cubicles, 2 Urinals, 4 Shower cubicles and 3 Washbasin Privacy cubicles
- The female area in Toilet Block B has 6 WC cubicles, 4 Shower cubicles and 2 Washbasin Privacy cubicles
- The male area in Toilet Block B has 5 WC cubicles, 2 Urinals, 4 Shower cubicles and 3 Washbasin Privacy cubicles

- There are modified WC and Shower cubicles with grab rails to assist movement in each male and female areas in each toilet block
- Taps in each block incorporate lever controls



Toilet Block A



Toilet Block B

Inclusive Bathroom - Toilet Block A

- The Inclusive bathroom is accessed via the paved area around the building
- The door opens to 900mm wide, over a level threshold and opens inwards
- The room's dimensions are 3200mm x 4200mm
- There is a half sized bathtub, with a shower above with twist turn taps to operate
- There is a shower area in the room, with the controls at 1100mm high.

- The shower head is moveable and is mounted on a sliding rail between 1300mm and 1750mm high
- There is a drop down baby change unit at 950mm high



Inclusive Bathroom - Toilet Block B

- The Inclusive bathroom is accessed via the paved area around the building
- The door opens to 900mm wide, over a level threshold and opens outwards
- There is a code lock to access the room, the lock is 900mm high
- The room's dimensions are 4200mm x 3200mm
- There is a half sized bathtub, with a shower above with twist turn taps to operate
- There is a shower area in the room, with the controls at 1100mm high.
- The shower head is moveable and is normally between 1300mm and 1750mm high
- There is a drop down baby change unit at 950mm high



Other Facilities

Dishwashing and Laundry – Toilet Block A

- There is a combined dishwashing and laundry room in Toilet Block A
- The door opens to 800mm wide, over a level threshold and opens outwards
- There is 3200mm x 1700mm clear space between the sinks and the machines
- There are 3 sinks at 850mm high with 550mm knee space below
- There is one front loading washing machine and one front loading tumble dryer
- There are lever taps available



Dishwashing and Laundry – Toilet Block B

- There is a combined dishwashing and laundry room in Toilet Block B
- The door opens to 800mm wide, over a level threshold and opens outwards
- There is 3250mm x 1600mm clear space between the sinks and the machines
- There are 3 sinks at 850mm high with 550mm knee space below
- There is one front loading washing machine and one front loading tumble dryer
- There are lever taps available



Information Room – Opposite Reception

- The information room is within a wooden hut opposite the reception
- There is a 1400mm wide gate into the enclosed area where the information room is
- The door is 700mm wide with a 120mm threshold and opens outwards
- There is 1950mm x 1200mm clear space within the information room
- Most of the information is displayed on a shelf at 900mm high, however some is displayed on the walls surrounding the desk



Play Area

- There is a children's play area to the east of the site
- The play area is accessed across sloping grass
- There is safety flooring around the play equipment, the rest of the ground is grassed
- There is also a ball park adjacent to the play area



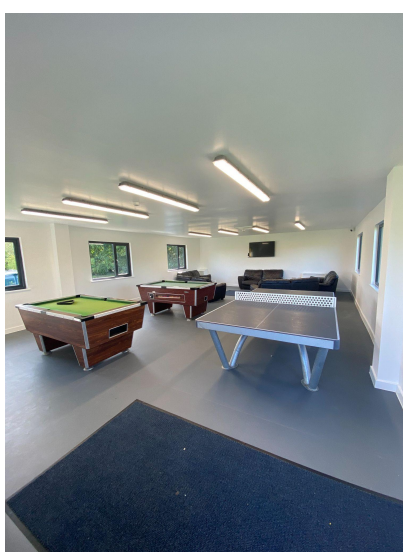
Dog Walk

- There is a dog walk to the north east corner of the site
- The dog walk is accessed through a 1000mm wide gate, with a latch at 1300mm high
- The dog walk is a grassed area



Games Room

- There is a games room adjacent to the field with the play area
- The access to the games room is via a gravel pathway
- The double doors open to 750mm wide on either side with a 70mm threshold and open outwards
- The room is very large, 6680mm x 9770mm
- There are walkways between the tables of 1150mm wide
- There is 430mm wide space between the ping pong table and the wall
- There are some sofas and a TV



Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- All of the service points are on concrete settings, with small slopes leading to them from the adjacent roadways
- The paths around the Service Points can be as narrow as 850mm wide
- The water taps are at a maximum of 770mm high, with cross head taps
- Chemical Waste Points can be found on the map too, these have a 400mm ledge and 1150mm high taps



Motorhome Service Point

- There are two Motorhome Service Points on site, one located at each toilet block
- The taps are placed on a 100mm kerb, and are a further 1150mm high



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 at the visitor car park and one at the games room 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 half a mile from site which runs to Scarborough, Thornton le Dale, Pickering and Helmsley

Taxi

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