

## Access Statement

### Silverbank

## 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.

## Arrival and Car Parking Facilities

Units arriving should use the left hand lane of the access road. There is one space for new arrivals near the Reception. The short access road can possibly accommodate another 2 units depending on length. There is 1 space opposite Reception for Late Night Arrivals which does not have an electric hook up. The site has 6 car parking spaces for visitors located outside the site entrance on a level, tarmac and grass surface. None of the parking spaces are designated for disabled people.

## Reception

The route to the reception is step-free to the front of the building. There is a slope with a gentle gradient of 1:25. There is a call bell for assistance located at 1300mm in height by the door. The door has a good clear effective width of 800mm and a well-located lever handle. There is a small threshold of 15mm. The room has a good circulation space of 2500mm x 3000mm. The counter height is 870mm. The reception is not currently fitted with a hearing induction loop system to assist hearing aid users.

## Pitches

There are no pitches permanently designated for disabled people. seven gravel-surfaced pitches are made available for disabled people near the accessible WC block. These pitches are between 5m and 50m from the accessible WC, laundry and dishwashing facilities and between 10m and 50m from the information room and reception. All pitches are on level ground.

## Circulation around the Site

The site is level with a tarmac access road without speed bumps running around the site. Both pedestrians and vehicles share this access road and there is no definition between pedestrian or vehicle routes.

## Toilet Block

The male, female and accessible facilities are within a block near the reception. The entrances are step-free into both the **male and female toilets**. Both have doors that are kept unlocked. Internally they have tiled floors, which might be slippery when wet. Warning signs are mounted on walls. There are privacy cubicles with washbasins in each of the single sex facilities.

One has grabrails for ambulant disabled people. In both male and female toilets, one WC and one shower cubicle are fitted with grabrails to assist ambulant disabled people. There are grabrails at two urinals. The taps to the washbasins are lever type. Both facilities have good visual contrast between fittings and their background.

The **accessible shower and toilet cubicle** is opened using a Radar key. The route is level and even. The door is outward-opening with a flush threshold, and can be opened from the outside if someone falls against it in an emergency; however, it is very heavy to open. The room has good manoeuvring space 2000mm wide x 2700mm deep. The tiled floor might be slippery when wet. The WC and washbasin layout are generally to AD M standards designed for independent use. However the washbasin cannot be reached from the WC pan, there is no backrest and there is no lever mixer tap at the washbasin. An alarm system is provided but the pull cord too far from the WC pan.

### Other Facilities

The **information room** is next to the reception. The approach route is step-free but slightly sloping. The entrance door has level entry but is inward opening, which restricts circulation within this small room. The door has a narrow clear effective width of 690mm. The leaflets are displayed at 400mm to 1000mm in height.

There is a **dishwashing area** to the side of the WC block with a level access approach. This is an enclosed area with a sliding door. The doorway is 600mm wide. The sinks are of good shallow type with taps at a height of 890mm which are single twist type.

The **laundry** facility is located in a room in the WC block with step-free entry. There is a suitable 750mm wide entrance door, which is light to open. It does not have a vision panel and is poorly contrasted against facade. There is a top-loading washing machine and front-loading tumble dryer. The coin slots are at 1050mm height. Sinks are at 880mm height with a kneehole space, but the taps are single twist type. Tiles may be slippery when wet and light levels are low in this room.

There are two **service points**, one of which is located near the accessible pitches.