

Access Statement

Tewkesbury Abbey

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

The entrance gates are kept open all the time from the road into the Arrivals and Exit areas. A key fob entry (access and exit) barrier is in place restricting access into and out of the main site areas. Parking for new and late arrivals is provided outside the reception building before the barrier. Visitor parking is not provided. Visitors are asked to park in the neighbouring car park approximately 50 metres from reception.

Reception

The reception facilities are located near the site entrance; they are easily identifiable and have good signage. Due to the likelihood and regular occurrence of flooding to the area, the offices are at first floor level up two flights of steps. A dropped kerb is provided to the front set of steps and there is a call button to ask for assistance. A bell is provided on the first floor landing, to call for assistance out of opening hours. There is a 110mm step up across the reception threshold. The reception desk is 880mm high with no hearing induction loop system to assist hearing aid users. There is limited manoeuvring space within reception.

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Pitches

Pitches are either grassed or gravel/stone. Roll-out mats are not provided. There are no pitches permanently designated for disabled people but pitches are booked according to preference and requirements. Pitches closest to the toilet blocks and service points are approximately 5-10m away and 40m from reception.

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Circulation around the Site

Main pedestrian routes through the site share the vehicle roadways, which have a firm, well maintained tarmac surface. The site undulates slightly and there is a 1:24 slope leading to toilet block B.

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Toilet Blocks

The **main toilet block** is situated at the centre of the site, it is easily recognisable and is raised due to local flooding. The decking walkway around the building has suitable handrails to access all rooms. Access is to the rear by way of steps which are situated nearest to Reception. The steps are wide and have suitable handrails. The ramp is also to the rear and is situated at the far end of the building (furthest from Reception) and has a suitable handrail on one side only.

The **accessible shower and WC** is situated nearest to reception. Access is with a Radar key available from reception. The threshold is level. The room meets best practice recommendations of 2700mm x 2600mm. The toilet is left-hand transfer and the shower seat is right-hand transfer with grab rails provided to assist. The sink, soap and hand-drying facilities are not within reach from the WC pan. The WC flush is on the opposite side to the transfer space. There is no back rest or toilet lid fitted to the WC. The sink is 840mm from floor level. The taps are lever type to assist people with limited manual dexterity. One mirror is placed over the sink at 840mm from the floor and one is a full-length mirror to the right of the entrance door. The shower head is moveable. There is a firm fold-down seat at 430mm from finished floor level with support legs. The flooring is tiled with visual contrast between finishes and grab rails. A portable shower seat is located in the room.



The **unisex toilets** are situated to the rear of the reception building. Access is across a grassed area and up two flights of steps to the first floor landing. Steps have suitable handrails. There is a single step at the threshold. The toilet facility consists of two standard toilet cubicles and two privacy cubicles, each with a washbasin with lever taps.

The **parent and toddler room** is situated nearest to reception. Access is with a separate key available from reception. There is a nappy changing table and a small bath with a moulded seat. There is an accessible shower with fixed hand rails, a WC and a sink with lever taps.

Other facilities

The **information room** is adjacent to reception, on the first floor.

The **dishwashing room** is located at the rear of the toilet block and has adequate space for wheelchair access. The approach is via a ramp or steps at each end of the rear of the building. Taps are not lever type and would be difficult to operate for people with limited manual dexterity and are positioned on the worktop with knee space below.

The **laundry room** is situated at the front of the toilet block. Access is at the rear via ramp or steps at each end. There is plenty of space for wheelchair access. There are two washing machines, one tumble dryer and three sinks at 840mm height which have knee space below. Taps to the rear of the sinks would be difficult to operate for people with limited manual dexterity.

A **chemical toilet** emptying point is located at the rear of the toilet block with access from the rear of the building via a ramp or steps. There are two more **chemical toilet** emptying points located at service points 2 and 4. Usability of fixtures and fittings could be awkward for some individuals due to the strength and flexibility needed to lift and rinse out the toilet cassettes.