

Access Information Statement

The Firs

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

There is an open gateway giving access to the entrance drive of the site. There is no visitor parking space available and there is no late night arrival parking. There is space in the forecourt for 2 new arrives to park while registering. There is an entry barrier to access the main site areas after reception and this is operated by a proximity card reader mounted at an accessible height. The barrier can be opened by the warden from reception if required. The exit barrier is opened automatically when a vehicle approaches.

Reception

These facilities are located near the site entrance. There are dropped kerbs to a level footpath which leads to a step of between 75 and 140mm at the site office building or to a shallow ramp with handrail leading to the same reception door. The footpath to the ramp is restricted in width by the entrance barrier. There is a call bell for assistance located at a height of 1350mm adjacent to the door although this is a little difficult to see. The entrance door has a small stepped threshold of 55mm; this could be a trip hazard and care is needed as there are no grab handles fitted. The door has a clear opening width of 700mm. Internally, there is good space for wheelchair users should they be able to negotiate the small stepped threshold. The counter is at a height of 900mm and there is a lower section at 670mm with knee space. The reception is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are a total of 82 pitches on the site. There are no pitches permanently designated for disabled people although a possible 2 hard pitches and 3 grass pitch, located nearest the toilet block, are recommended for people with disabilities. There are a number of fully serviced pitches some of which are within easy access of the toilet block and accessible facilities. These are around 100m from the reception building and 75m from the information room, drying room and telephone. The recommended pitches are between 10m and 25m from the toilet block which houses the accessible WC and shower. The site is in 2 sections both of which are gently sloping but connected with a drive that has a maximum gradient of 1:9.

Circulation around the Site

Main pedestrian routes through the site share the smooth tarmac vehicle roadways which are level or sloping with the exception of the 1:9 driveway between the 2 sections of the site. There are no speed bumps. The areas around the buildings are generally paved with block paving.

Toilet Block

There is 1 toilet block on the site with no designated space for parking although parking is possible on the adjacent drive. There are dropped kerbs to a shallow ramp close to the accessible WC or a long ramp at 1:12 both of which give access to the level concrete block paving around the toilet block. All facilities in the toilet block have their own entrance doors.

The **male and female toilets** have doors with clear opening widths of 730mm to a lobby with adequate space for access. In both male and female toilets at least 1 shower cubicle and WC cubicle is fitted with an outward opening door and grabrails to assist ambulant disabled people. The taps to the basins are lever type to assist people with limited manual dexterity. Male urinals have modesty screens; one is fitted with grabrails and one is at a low level.

There are 2 WCs in the building housing the information room, drying room and telephone; there is no specific accessible provision at these WCs.

There is a combined **accessible shower and toilet** located within the main toilet block accessed using a RADAR key. The outward opening door is approached from the level concrete block paving around the toilet block. The clear opening width is 850mm and the room is spacious giving ample space for wheelchair usage. The toilet is for right-hand transfer and there are good visually contrasting grabrails provided to assist the user. The washbasin is located within reach of the WC and the taps and controls are lever type to assist people with limited manual dexterity. There is an alarm fitted with access from the WC however the reset button is remote and at a high level. The shower is readily accessed and has a drop down seat for right hand transfer; there is no shower chair available. Shower controls are at an accessible height and the shower head is adjustable.

Other Facilities

There is a **laundry** located in the toilet block and accessed from the level external footpath. The door easily opens inwards, has a level threshold and a 730mm clear opening width. There is good internal circulation space. There are two front-loading washing machine and two front-loading dryers. The coin slots are generally within reach at 1000mm from the floor. Sinks are at a height of 850mm from the floor and have knee space for close approach in a wheelchair. Taps have lever operation. The iron and iron coin slot are 1300mm and 1200mm from the floor and there is a free-standing ironing board.

The **dishwashing area** is located in the toilet block and accessed from the level external footpath. The door easily opens inwards, has a level threshold and a 730mm clear opening width. There is good internal circulation space. Sinks are at a height of 850mm from the floor and have knee space for close approach in a wheelchair. Taps have lever operation.

The **information room** is 100m from the reception building and housed in a separate building that also houses the telephone and a drying room. There is a long 25m ramp up to the building at gradients between 1:15 and 1:12; there are no handrails until the

building is reached. The route to it is of smooth firm tarmac and block paving. The building has good access to a spacious lobby area. Internally, the room is very spacious and information is placed on a sloping bench 880mm high.

There is a **public telephone** in the lobby of the building housing the information and drying rooms. The phone receiver is set at 1200mm high and the coin slot set at 1400mm from floor level.

There is a **Baby and Toddler room** equipped with toilet and changing facilities accessed using a Yale key from the level paving around the toilet block. There is ample circulation space in the room and the door has an 850mm clear opening width. There are no special accessible facilities built in to the room.

There are three **service points** around the site and water and waste water disposal are available at the toilet block. There is a motor vehicle waste point on the lower section of the site and this has easily opened covers.

There is a **picnic area** accessed by steps that are in the course of construction and there is a **dog walk** in preparation.