

Access Statement

Sandringham Estate

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, ttypetalk 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 site is accessed from the roads around the Sandringham Estate, and down a wide tarmac drive leading to a forecourt area with adequate space for new arrivals to park. There is ample space for late night arrivals and for visitor car parking. The approach is a mixture of tarmac and loose gravel hard-standing. There are no marked parking bays and no designated accessible spaces. The parking area is spacious and there is ample space for accessible parking. There is an easily operated electronic access barrier after reception to the main site areas, and one barrier on departure from the site.

Reception

Reception facilities are located near the site entrance. Access is across a smooth tarmac surfaced area and via a dropped kerb and a ramp with a gradient of 1:15 with a well-designed handrail. The door into reception has a level threshold and a clear opening width of 850mm. The doorbell is positioned on the door at a height of 1500mm from floor level and it is not readily visible. Inside, the counter is all at one height of 890mm from floor level. There is no hearing induction loop system to assist hearing aid users nor is there a seating available.

Pitches

There are no designated accessible pitches although there are suitable grass and hard-standing pitches for people with disabilities dependent upon the requirements of the individual. These pitches are within 30m of reception, or adjacent to one of the 2 toilet blocks which also contain laundry rooms and dishwashing areas or service points. The toilet block closest to reception houses the accessible WC/shower and has hard standing pitches within 15m. There are no roll-out access mats available at this site.

Circulation around the Site

The site is generally level in the area known as "Lynnwood", gently sloping in "Glucksburg" and has more undulating terrain in "Knights Rise". The main pedestrian routes through the site share the vehicle roadways which have a firm, well maintained tarmac surface. Areas around the facilities are well paved and level with dropped kerbs where appropriate.

Toilet Block

There are 2 toilet blocks with space for parking outside both if required and there are dropped kerbs to both.

In each of the toilet blocks the **male and female toilet facilities** each have their own separate entrance. The block closest to reception has level thresholds to the entrance doors however the other block has 150mm steps up into them with no handrails for assistance. The doors have a good clear opening width but are heavy to open and have no vision panels.

In each of the **male and female toilet facilities** one shower cubicle, one privacy cubicle and one toilet cubicle are fitted with grab rails to assist ambulant disabled people. The privacy cubicles are fitted with lever taps. In the male facilities the urinals all have privacy screens, one has grab rails fitted, and one is at a lower level. The showers have 75mm recessed trays and are all provided with stools.

The **accessible WC and shower** is within the toilet block near reception, which has suitable level access. It is unlocked with a RADAR key, which is available from reception. The room is well-sized giving good circulation for a wheelchair user. It is generally well equipped with a left-hand transfer WC and right-hand transfer shower. The washbasin is within easy reach of the WC and there are good grab rails fitted. There are no drop-down rails in the shower and there is only one alarm cord fitted close to the WC. The alarm reset button is remote from the shower and WC. There is reasonable visual contrast to the grab rails.

Other Facilities

The **information room** is sited close to the reception area. The approach is described in the reception paragraph above. The door has an 840mm clear opening width and the threshold is level. Space inside is adequate for access and well lit; much of the information is at a high level making it difficult to access from a wheelchair.

There is a **laundry** room sited in each of the toilet blocks; the one nearest reception has a level threshold whilst the other has a step at the entrance of 150mm with no handrails fitted to the side for assistance. The access doors are heavy but of good clear opening width; internal space is adequate for wheelchair users. The sinks are all at a height of 900mm from floor level and have lever taps. The washer is top-loading and the dryer is front-loading.

There is a **dishwashing area** sited in each of the toilet blocks, both having level access. The area in the block near reception is enclosed and accessed through a door opening outwards, with an 840mm clear opening width; this area has sinks at 900mm above floor level. The other area is undercover but completely open to the outside and has sinks at both 900mm and 800mm above floor level. All sinks have lever taps.

There is a **baby and toddler room**, which has a level threshold and digital lock, but this is not equipped with accessible fixtures and fittings.

A **telephone room** is sited between the reception office and the information room and access is the same as these facilities. The room is 950mm square with a level threshold and an outward-opening door giving a clear opening width of 850mm. The telephone is mounted at 1300mm above floor level. It should be noted that there is little access to mobile telephone networks on the site.

The facilities at the purpose designed **service points** include rubbish bins, drinking water top-up, waste water disposal and chemical toilet emptying points. The gullies to the water pipes and for waste water are level with the ground and present no barrier. The chemical toilet emptying points are all raised a good 600mm above finished floor level therefore requiring the chemical toilet to be lifted to this height to be emptied.

There is a well-equipped **children's play area** but this is difficult to access as it is over a steep rough footpath.