

## Access Statement

### Thetford Forest

## Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, tpeetalk 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 easily accessed off a wide Forestry Commission road. There are no site barriers. There is space for visitor parking close to the reception area although there are no marked bays and no accessible parking bays for disabled drivers. New and late night arrivals are directed to parking spaces in the forecourt area.

## Reception

Reception facilities are located overlooking the forecourt in a small wooden hut that has a small 25mm step and a narrow door giving just 700mm clear opening width. The reception area is small and well lit; it has a counter at a single height of 900mm from floor level. There is no hearing induction loop system at the counter to assist hearing aid users.

## Pitches

There are no designated accessible pitches although certain pitches may be suitable for people with disabilities dependent upon their individual requirements. These pitches can be hard-standing of concrete or grass. Hard-standings can be very close to reception or service points. Grass pitches are remote from reception and service points at a minimum distance of 100m.

## Circulation around the Site

The site is level or gently sloping. The main pedestrian circulation is via the concrete drive, which can be uneven and rough in places. Away from the concrete drive the site has generally rough terrain and there are tracks through the surrounding wooded areas.

## Toilet Block

There is no toilet block on this site.

There is no **accessible toilet or shower** cubicle on this site.

## Other Facilities

The **information room** is housed in a stand-alone timber shed close to the site entrance and reception. The access route is level. The door has a 760mm clear opening width with a 200mm step.

There is no **laundry, dishwashing area, or baby and toddler facilities** on this site.

There is a **telephone kiosk** 1000 x 900mm adjacent to reception that has a small 50mm step to enter, with a door of 700mm clear opening width. The telephone is mounted at 1350mm from floor level making it difficult for wheelchair users, children or people of short stature to use.

The facilities at the purpose designed **service points** include rubbish bins, drinking water top-up and waste water disposal. The gullies to the water pipes and for waste water are level with the ground and present no barrier. Three of the four service points are accessed from the concrete drive and the fourth is sited in the wooded area and is accessed over rough terrain. The chemical closet emptying points are sited into wooded areas and difficult to access over rough and irregular terrain. They are also raised a good 600mm from floor level therefore requiring the chemical toilet to be lifted to this height to be emptied.