

Accessibility Guide for Treamble Valley Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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☎ 01872 573675

🌐 <https://www.caravanclub.co.uk/club-sites/england/devon-and-cornwall/cornwall/treamble-valley-caravan-club-site/>

At a Glance



Level Access

- The site slopes throughout, with some areas being very steep. There is level access to all facilities in at least one area



Step only Access

- The play area is only accessed via a grass area, the dog walk area has uneven footing



Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block



Accessible Pitches

- No designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.



We support the Hidden Disabilities Scheme

- Our organisation supports the Hidden Disabilities Scheme, lanyards and pins are available in reception

Site Address

Treamble Valley Caravan Club Site

Rose,

Truro,

Cornwall,

TR4 9PR

Arrival and Reception

Approach Route

- Access onto the site is via a long tarmac driveway
- The reception building is on the right hand side when you enter the site
- There is no entry barrier to the site
- The ground is level in this area with hard surfaced paths linking facilities.

Parking

- A new arrival bay is set within a few metres of the Reception building.
- There is a visitor parking area, with space for 10 vehicles, approximately 160 metres further on from the new arrivals bay, in front of laundry/information room, however there are no designated disabled bays
- There is a Late Night Arrival Area for 2 vehicles, on a grassed area on the right hand side of the driveway without electric hook up.
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Entrance into Reception

- There is a dropped kerb, which leads to a 3 metre long and 1100mm wide gentle ramp to enter reception
- The Entrance door is 750mm wide over a 100mm threshold
- The entrance door is not power assisted, and opens outwards
- A call bell is available to summon assistance, this is 1200mm above ground level



Reception



Ramp to reception

Reception

- There is an 800mm wide walkthrough into the reception area
- There is approximately 1700mm x 1700mm turning space, clear of the desk and furniture
- The reception desk is set 880mm above the floor and incorporates a lift up countertop
- The desk is not fitted with a hearing loop
- There are CAMC some items for sale within Reception, these are between 300mm and 1500mm high



Entry into Reception



Reception desk



Items for sale

Getting around the Site

- The site slopes steeply throughout, the main road from the reception block slopes steeply towards the central toilet block.

- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 132 pitches on site, 58 of which are hardstanding
- Roll out mats are not provided
- There are no designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- There are 3 hardstanding pitches adjacent to the central toilet block, these are within 20 metres of the central toilet block that are recommended
- There are 15 further level, hardstanding pitches between 25 metres and 140 metres of the toilet block that would be recommended

Camping Pitches

- There are 6 camping pitches on site
- The camping field is to the north of the site, behind the laundry and information room
- There is parking available here for up to 10 vehicles, however there are no disabled bays
- All of the pitches have electric hook ups



Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set to the centre of the site
- The toilet block is accessed via a brick paved path with ramps to access
- The door is 850mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 3400mm x 1700mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm, and the shower seat is 500mm above the floor level
- The clear space to the side of the toilet is 1500mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1200mm above floor level
- The basin taps and shower controls are fitted with levers



Entrance to Accessible WC and Shower Cubicle



Accessible WC and Shower Cubicle

Standard Toilets and Washrooms

- There is one toilet and shower block to the centre of the site
- There is no parking available at the toilet block
- Entrance doors are accessed by a paved area, which is accessed at various points, one via a slight paved slope which leads to the accessible room. There are also steps to access the toilet block
- The entrance doors to the male and female areas are 750mm wide over a level threshold
- The female area has 8 WC cubicles, 9 Shower cubicles and 6 Washbasin Privacy cubicles
- The male area has 5 WC cubicles, 4 urinals, 9 Shower Cubicles and 6 Washbasin Privacy cubicles
- There is a modified shower cubicle and WC cubicle to each area in each toilet block, with grab rails to assist those with mobility needs
- There is a step down into the shower cubicles in the female area
- Taps in each block incorporate lever controls



Toilet Block



Steps around Toilet Block

Family Room - Toilet Block

- The entrance door is 700mm wide over a level threshold and opens inwards
- The family room can be accessed with a key which can be borrowed from reception
- There is a lowered WC at 400mm
- There is a half bath with a shower above, with twist turn taps to operate
- There is no drop down baby change unit
- There is a 500mm x 630mm bench at 530mm high
- Lever taps to the basin



Other Facilities

Dishwashing – Toilet Block

- There is a covered area at the back of the toilet block
- There is an 800mm wide opening to access
- There is 800mm x 2300mm clear space behind the sinks
- There are 3 sinks at 850mm high with no knee space below
- Lever taps available



Laundry and Information Room – Adjacent to the Camping Field

- Level access via a paved area
- The door is 800mm wide, has a slight lip threshold and opens inwards
- The room is very large
- There are 2 front loading washing machines, 1 top loading washing machine and 2 front loading tumble dryers are coin operated with controls at 1100mm
- There are 2 sinks at 870mm high with 750mm knee space below
- Lever taps fitted
- Information is displayed between 900mm - 1500mm



Play Area

- There is a play area to the north west of the site
- There is no path to the play area, and there is a timber gate to access
- The play equipment is mounted on grass



Dog Walk

- There is a dog walk to the south of the site
- It is accessed via a large wooden gate that can be stiff to open
- The ground can be uneven throughout the walk



Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- All of the service points are on concrete settings, most with level access from the roadways
- The paths around the Service Points can be as narrow as 900mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Waste Points can be found at a number of service points. Please check the site map

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Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the toilet block
- The taps are set 1200mm high from a 100mm kerb



Recycling & Waste Area

- This site has a single waste and recycling area, please consult the Site Map for its specific location. If you have any concerns or questions please discuss with the site team during your stay.

Information

Written Information

- A range of leaflets for local attractions are available in the Information Room.

- Please ask at reception if you have difficulty reading third party leaflets and staff will be happy to read these to you upon request

Customer Care & Support

Booking Procedures

- If you have any specific requirements for your stay please contact the site directly and they will be happy to discuss your requirements and reserve you the most suitable pitch wherever possible.

Evacuation

- There is an assembly point at the playing field in the event of an emergency
- Please ask at reception for more details

Customer Care and Staff Training

- All on site staff have received disability awareness and etiquette training.

Public Transport

- There is a bus stop a 30 minute walk from the site. The walk is along country lanes predominantly downhill from the site and uphill when returning to the site.
- There is a train station in Truro, which is 15 miles from site, with trains to Plymouth and London
- There is a Park and Ride outside of Truro

Taxi

- Please contact the site who keep a list of local taxi companies including those offering a wheelchair accessible service where available.