

## **Accessibility Guide for White Water Park Caravan & Motorhome Club Site**

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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☎ 01642 634880



<https://www.caravanclub.co.uk/club-sites/england/north-east-england/county-durham/white-water-park-caravan-club-site/>

## **At a Glance**



### **Level Access**

- The site is set relatively level throughout



### **Step only Access**

- The information room has a 70mm high threshold



### **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**

White Water Park Caravan Club Site

Tees Barrage,

Stockton-on-Tees,

County Durham,

TS18 2QW

## **Arrival and Reception**

### **Approach Route**

- The site shares an access road with White Water Leisure Park
- The drive to the site is 6.5 meters wide
- The reception building is on the left hand side of the entrance road the site
- There is a fob barrier onto the site with the controls at 950mm
- 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 visitor parking and a Late Night Arrival area within 20 meters of reception. There are 11 marked parking bays and 1 marked disabled parking bay
- There is a dropped kerb to a graded footpath which leads to the reception entrance

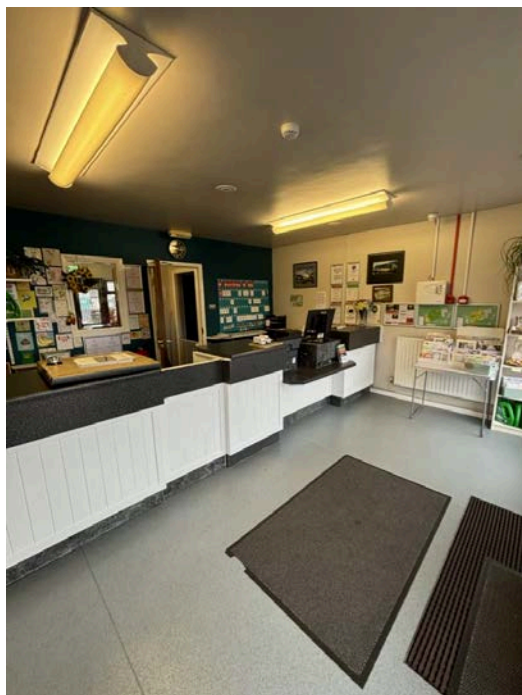
### **Entrance into Reception**

- There is a graded footpath which leads to a 500mm level platform in front of the reception entrance door
- The entrance doors are inward opening double doors, each side opens to 650mm wide over a level threshold
- A call bell is available to summon assistance, this is 1200mm above ground level



## **Reception**

- There is approximately 2200mm x 4300mm turning space, clear of the desk and furniture
- The reception desk is set 1050mm above the floor and incorporates a dropped counter at 700mm with knee space
- The desk is not fitted with a hearing loop



## **Getting around the Site**

- The site is level and even throughout
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps
- There is a 2000mm wide block path in front of the toilet block with a dropped kerb
- There is a 1700mm wide footpath in front of the reception building with a dropped kerb

## **Pitches**

- There are 97 pitches on site, all of which are hardstanding
- Temporary multipurpose access rubber matting is 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.

## **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 in the middle of the site
- The toilet block is accessed via a level blocked footpath which gives access to the Accessible Toilet and Shower Cubicle
- The door is 850mm wide, over a level threshold and is outwards opening
- The cubicle door is secured by a RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2600mm x 1800mm
- The WC pan is right 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 700mm wide
- The cubicle is fitted with two pull cord alarms, which are 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 1400mm above floor level
- The basin taps and shower controls are fitted with levers



### **Standard Toilets and Washrooms**

- There is one toilet and shower block in the middle of the site
- There is a level paved path around the toilet block
- The male and female facilities have a key lock to access them at 1500mm high, a key can be borrowed from reception
- The female toilets have 7 WC Cubicles, 5 Privacy Cubicles and 6 Shower Cubicles.
- The male toilets have 4 Urinals, 6 WC Cubicles, 6 Privacy Cubicles and 6 Shower Cubicles
- In the male and female area there is a modified WC cubicle, shower cubicle and privacy washbasin cubicle, with grab rails to assist with mobility
- Taps in each area incorporate lever controls

### **Baby and Toddler Room**

- There is a baby and toddler room available in the toilet block
- The door opens to 800mm wide over a level threshold and opens inwards
- There is 1600mm x 2300mm clear space within the room

- There is a half sized bath tub with a shower above and lever control taps
- There is a WC at 430mm high
- There is a drop down baby change unit at 900mm high



## **Other Facilities**

### **Dishwashing – Toilet Block**

- The toilet block is accessed via a level blocked footpath which gives access to the Dishwashing Area
- There are two entrance doors to the dishwashing room, each open to 800mm wide over a level threshold and open inwards
- There is 2500mm x 4300mm clear space in front of the sinks
- There are 4 sinks at 870mm high, with 570mm knee space below
- Lever taps



### **Laundry – Toilet Block**

- There is access to the Laundry Room via the paved area around the toilet block
- The door is 800mm wide over a level threshold and opens outwards
- A key is required to access the room, which can be borrowed from reception
- There is 1700mm x 3300mm clear space, however this narrows to 1250mm wide in front of the sinks
- There is one front loading washing machine and one front loading tumble dryer
- There are 2 standard sinks at 850mm with 650mm kneespace below



### **Games Room - Toilet Block**

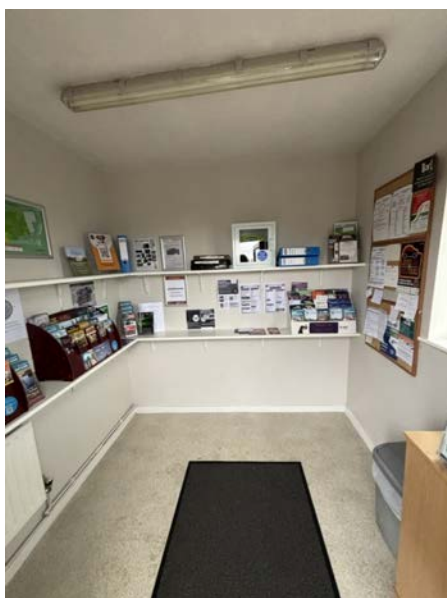
- There is level access to the games room from the path around the toilet block
- The door is 750mm wide over a level threshold and opens inwards

- The room is very large and allows for easy maneuvering around the play equipment



### **Information Room – Adjacent to Reception**

- Access via the same footpath as the reception building
- The door is 750mm wide with a 70mm threshold and opens outwards
- There is 2000mm x 1000mm clear space internally
- Information is displayed on shelves between 900mm and 1500mm



### **Play Area**

- There is a children's play area in the middle of the site towards the east
- There is a 1100mm wide gate to access

- The play equipment is mounted on safety flooring



### **Service Points**

- There are Service Points at various intervals around the site, please check the site map for details
- The service points are mounted on concrete settings with level access from adjacent roadways
- The paths around the Service Points can be as narrow as 650mm wide
- The water taps are at a maximum of 850mm high, with cross head taps
- Chemical Emptying Points can be found here too with taps at 1130mm high and ledges at 500mm high



### **Motorhome Service Point**

- There is one Motorhome Service Point on site, located close to the toilet block
- The taps are 1130mm high



### **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.

### **Storage Compound**

- There is a large storage compound at the north of the site
- Please contact site staff for more information

## **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 are three assembly points, one at the visitor parking area, one on the east footpath and one at the north of the site, next to the storage area 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 10 minute walk from campsite, with buses that run towards Middlesbrough, Newcastle and Stockton on Tees

### **Taxi**

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