

## Accessibility Guide for Willingcott Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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

### At a Glance



#### Level Access

- The site slopes throughout, with gentle sloping towards the middle of the site and steeper sloping towards the far end of the site



#### Step only Access

- There is no step only access on site



#### 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

Willingcott Caravan Club Site  
Woolacombe,  
Devon,  
EX34 7HN

## Arrival and Reception

### Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the right hand side when you enter the site
- There is no 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 space for 7 cars to park opposite Reception,
- There are no late night arrival bays

### Entrance into Reception

- There is a ramp into reception to give level access from the ground, it has a single handrail to assist with mobility
- There is an alternative entrance via 2 160mm high steps
- The external Entrance door is 850mm wide over a 15mm threshold and leads into an internal corridor
- The entrance door is not power assisted, and opens inwards
- The corridor is small, it is only 850mm wide and 1950mm long, leading to an internal door
- The internal door is 765mm wide over a level threshold
- A call bell is available to summon assistance, this is 1370mm above ground level



Reception



Entrance Corridor

## Reception

- There is approximately 1850mm x 5000mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor and incorporates a dropped, lift up countertop at 650mm high with clear knee space
- The desk is not fitted with a hearing loop



## Getting around the Site

- The site slopes throughout, with gentle sloping to the central area, where the reception building and toilet block are located. The site is more steeply sloping towards the far ends of the site
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

## Pitches

- There are 159 pitches on site, 80 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.
- There are 4 pitches which are the most accessible, these are within 50 metres from the Toilet Block and 3 of these are within 50 metres of the reception. These pitches are relatively level, but do have a gentle slope to the facilities

## Camping Pitches

- There are 4 camping pitches on site, these are adjacent to the the toilet block
- All of these 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 level paved approach from the south of the site, and a grassed sloping approach from the north of the site
- The door is 905mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2200mm x 3400mm
- The WC pan is right hand transfer.
- The shower seat is left 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 1100mm 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



### Standard Toilets and Washrooms

- There is one toilet and shower block to the centre of the site
- There is a level paved approach from the south of the site, which is 840mm wide at the narrowest point. There is a grassed, sloping approach from the north of the site.
- Entrance doors are accessed by a paved area, which is accessed via a slight paved slope
- The male and female entrance doors, are accessed via an external door which is 900mm wide over a level threshold and opens inwards, leading to a central corridor, which is 1500mm wide
- The female area has 10 WC cubicles, 10 Shower cubicles and 6 Washbasin Privacy cubicles, however during the quiet season only 6 WC and 6 Shower Cubicles are available



- The male area has 7 WC cubicles, 6 Urinals, 10 Shower cubicles and 6 Washbasin Privacy cubicles, however during the quiet season only 6 Shower Cubicles are available
- Both the male and the female areas have a modified WC cubicle, a modified Shower cubicle and a modified Washbasin Privacy cubicle, with grab rails to assist mobility
- Taps in each block incorporate lever controls



Toilet Block



Central Corridor

### Baby and Toddler Room

- There is a baby and toddler room in the toilet block
- The entrance door is 900mm wide, over a level threshold, and opens inwards
- There is 1500mm x 2800mm circulation space
- There is a half sized bathtub with a shower above, with lever taps to operate

- There is a lower WC at 330mm high
- There is a drop down baby change table at 900mm high



## Other Facilities

### Dishwashing – Toilet Block

- Level approach via paved area
- The door opens to 900mm wide, over a level threshold and opens inwards
- There is 1195mm x 3300mm manoeuvring space in the room
- There are 4 sinks in an 850mm high worksurface with 675mm kneespace underneath
- Lever taps available



## Laundry – Toilet Block

- Level access via paved area
- The door is 900mm wide, over a level threshold and opens inwards
- There is 1700mm x 4300mm clear space within the room
- There are 2 front loading Washing machines and 2 front loading tumble dryers
- The tumble dryers are stacked on top of each other, with the top door opening at 1600mm high
- There are 4 sinks at 850mm high with 680mm knee space below
- Lever taps fitted



## Information Room – Toilet Block

- Access via the paved area to the toilet block
- The door is 900mm wide, over a level threshold and opens outwards
- The room's manoeuvring space is 850mm x 1400mm
- Information is displayed on a shelf at 900mm high





## Play Area

- There is a play area at the southern end of the site
- The play area is approached by a tarmac road, which slopes quite steeply and the final 20 metres of the approach is across grass
- The play area is 75 metres from reception
- The gate opens to 870mm wide
- The ground to the play area is mainly grass



## Dog Walk

- There is a dog walk to the west of the site
- The dog walk is accessed via a grassed and woodchip area

## Service Points

- There are Service Points at intervals around the site, please check the site map for details
- Most of the service points are on raised concrete settings, some with ramps to access
- Some of the serviced points have access via a grass area
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 1400mm high



### Motorhome Service Point

- There is one Motorhome Service Point on site, located opposite the reception block
- The taps are 1100mm high, mounted on a 30mm kerb



## 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 opposite reception 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 15 minute walk from the site, with buses going to Woolacombe, Ilfracombe, Braunton and Barnstaple

## **Taxi**

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