Access Information Statement
Wyatts Covert

Contact Information
For those wishing to contact The Caravan Club by phone, typetalk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan Club’s website has been designed with accessibility in mind, and includes keyboard navigation and Browsealoud text help. The website complies with the W3C level A guidelines.

Arrival and car parking facilities
On entry to the site there is car parking on a tarmac area adjacent to the reception building, indicated by a low sign, with space for three cars. There are no marked bays and no designated space for disabled people. On the other side of the access road there is a late night arrivals area, clearly signed, with space for approximately four cars/caravans or motor homes on a gravel surface. The areas are lit by bulkhead lights on the reception building and a lamp post by the barrier to the pitches, which is between the car parking and the lane night arrival area.

There is a lifting ramp barrier to access the pitches, operated by a card inserted into a slot for both entrance and exit. The card is available from reception.

The parking is adjacent to the reception building. The entrance is accessed by a dropped kerb, which is steeper than recommended, and a wide, concrete paved ramp with a gradient of 1:15.7 over 3m, leading up to a paved covered area giving access to reception, the public telephone and the accessible toilet. The ramp has a circular handrail at 950mm on the left-hand side.

Reception
Reception is clearly signed both on the end of the building adjacent to the car park and on the entrance door to the reception area. The half-glazed timber entrance door is clearly visible against the surrounding brickwork.

There is level entry and a flush threshold from the covered paved area into reception. The half-glazed door, with visually contrasting red D-handles on both sides, opens outwards with an effective clear opening width of 750mm. It is very heavy to open, requiring a pressure of more than 50N.
A white bell, with an LED indicator, is on the door frame by the leading edge of the door at 1680mm high, but is not signed.

The reception area provides adequate space for a wheelchair user to manoeuvre. There are four padded stools, but no chairs. The reception counter is across the room at a height of 890mm, with a lift up section providing knee space underneath. There is currently no hearing enhancement system installed. Information leaflets are on a shelf at 860mm. Visual contrast in the room is good.

**Pitches**

There are no pitches permanently designated for disabled people. Four gravel surfaced pitches nearest the main toilet facilities, and one nearest the accessible toilet, are normally used for disabled people; pitches are allocated according to individual preferences. The four pitches nearest the main toilet facilities are 45-50m from reception, 20-25m from the toilet facilities, information room and vegetable preparation, 50-55m to the accessible toilet, and 30-35m from the laundry. Roll-out mats are not available.

**Public areas of the site**

The site is level. The tarmac roads are used by both vehicles and pedestrians and there area no designated pedestrian paths apart from the pavement around the main building.

There is lighting on the reception building, a lamp post at the entrance barrier and lights at the three service points.

**Toilet block**

There is no designated parking near the entrance to the main toilet facilities. These are located at the other end of the main building from reception and are accessed through the information room. All the facilities are well indicated with signs on the side and end of the building.

The toilet and other facilities are accessed from the road via a dropped kerb, steeper than recommended, and a 1800mm wide ramp/slope, paved with concrete slabs, with a gradient varying from 1:11 to 1:32 over 3.8m. There are no handrails but staggered barrier rails across the slope 1200mm apart.

The half-glazed timber door into the information room opens inwards and has an effective clear width of 750mm. It is identifiable by being lighter stained than the
surrounding timber. It has a metal push plate externally and a grey D-handle internally and is slightly heavy to open, requiring a pressure of 32-34N.

There are separate entrances to the male and female facilities from the information room, both with lobbies, level threshold and inset weather mats. The outer doors open inwards to the lobby and have effective clear widths of 740mm for the male facilities and 750mm for the female facilities. They have red D-handles and are both slightly heavy to open. The inner doors both have an effective clear width of 780mm, the one to the male facilities opening outwards into the lobby and the one to the female facilities inwards into the facilities; both are easy to open.

The male facilities have a stall urinal, with a step up to it and a horizontal and vertical grabrail at one end. The male facilities have three WC cubicles and the female facilities four cubicles, with inward opening doors, lever handles and a turn lock. One cubicle in each facility is fitted with a horizontal and vertical grabrail and a drop-down grabrail to assist ambulant disabled people. Both facilities have four privacy cubicles with curtains, one of which has a horizontal grabrail, but no seat. The taps are separate lever taps. There are three shower cubicles in each facility, one of which is larger and modified for ambulant disabled people, with horizontal and vertical grabrails, and an adjustable height shower head. In the male facilities the shower control is a knob type and in the female facilities it is a lever type. All the showers have an unmarked 50mm step down into the shower tray. The floor is beige quarry tiles; in the shower areas these have a profiled surface. Visual contrast is good with white or metal fittings against maroon tiles and the beige floor. Lighting is by fluorescent tubes, with additional night and emergency lighting.

There is one accessible combined WC and shower, located at the reception end of the building, away from the main toilet facilities, and accessed from the covered area outside reception via a 1700mm wide covered balcony. The only signage is a pictogram on the door. Access is with a key available from reception.

The timber outward-opening door has an effective clear width of 800mm, a red D-handle externally centred at 1170mm and push plate internally, a white pull bar internally at 860mm and a turn lock, which can be opened externally in an emergency. There are wall lights either side of the door, and an emergency alarm light above the door. The threshold is flush.

The overall size of the room is smaller than recommended but use of the shower area as the transfer space for the WC means that it is adequate. The WC and the shower both provide for right-hand transfer. The washbasin is further than
recommended from the WC and has separate lever taps with no thermostatic mixer. Other points to note are that:

- the WC flush is on the wall side of the cistern at a height of 1280mm
- toilet paper is roll-type
- there are no paper towels and the hand-dryer is on the far side of the washbasin from the WC pan
- the horizontal grabrail and drop-down grabrail are higher than recommended at 750mm.

The shower area, screened by a curtain, has level access. There is a drop-down seat, slightly lower than recommended at 430mm, and a separate shower chair. The shower control is a knob-type and the adjustable shower head is from 1340mm to 1890mm.

There is one alarm cord between the WC and the shower area, with the lower bangle higher than the recommended 100mm and the alarm reset is remote from the shower area on the wall side of the WC.

The floor is beige quarry tiles with profiled tiles in the shower area. Lighting is by a fluorescent tube with a pull cord by the door. Visual contrast is good with white fittings against maroon tiles and the beige floor.

**Other facilities**

The **information room** is an area before the entrances to the male and female toilet facilities, and access to it is described above. Leaflets are displayed in a rack from 540mm to 1200mm, and on a shelf at 1000mm. There are many notices on the windows and walls around the room.

The **vegetable preparation and washing-up area** is off the information room and shares the same access. Space is limited with only 950mm between the sinks and the wall. There are three sinks 890mm high with knee space under and separate knob-type taps. The floor is red quarry tiles. Visual contrast is good with stainless steel sinks against the brick walls and quarry tile floor.

The laundry facility is located in the middle of the building between reception and the other facilities. It is accessed via the footpath along the length of the building, with dropped kerbs at either end as described above. There is a 200mm step up into the laundry from the pavement. The half-glazed, inward-opening door has an effective clear width of 750mm, with D-handles externally and internally, plus a lever handle externally. There is limited space internally with only 1360mm between the sinks and
a bench on the opposite side of the room. There are two sinks at 900mm high with knee space underneath and knob-type taps. There is one top-loading washing machine and one front-loading dryer. The coin slots are 1060mm high, with the control at 1040mm at the back of the machines. The iron and coin slot are at 1310mm high and four hooks are at 1820mm. Visual contrast is poor with white machines against white walls, but there is contrast with the beige quarry tile floor.

The public telephone is located adjacent to the entrance to reception under the covered balcony area. The half-glazed, outward-opening door is heavy to open; it has an effective clear width of 800mm and a red D-handle centred at 1150mm. The internal space is very limited, being 790mm by 880mm. The BT telephone is 1170-1540mm high, and does not have an inductive coupler. There is a shelf at 1080mm high. The floor finish is grey vinyl and there is reasonable visual contrast.

There are three service points, one in a covered area adjacent to the information room and two outside on the site. There is no signage to them, but the external ones are clearly identifiable. The one adjacent to the information room has level access to the water points and the small room containing the chemical closet emptying point. The water points have single cross-top taps and are identifiable by the pipework to them and the adjacent signs. The door to the chemical closet emptying point opens inwards and has an effective clear width of 650mm; there is a lever handle and a D-handle externally. The emptying point is raised 530mm from floor level. The external service points are accessed from the road by paved paths 900mm wide. In these the chemical closet emptying points are raised 380mm from ground level.

There is one motor home waste point, not clearly signed but marked on the site map. It has a concrete surface. The two waste outlets are covered with metal manhole covers, with a central lifting ring. The water taps have single cross-top heads and do not contrast well with the background fencing, but are identified by signs.

Additional Information
A Fire Risk Assessment has been undertaken in line with the current regulations. Fire assembly points are clearly signed and positioned away from buildings, and a Fire Action plan is displayed at each Fire assembly point and in Reception. The policy and procedures for Fire Safety and Fire Fighting equipment are regularly monitored by wardens and Regional Managers. Customer care is a fundamental part of training for all our Wardens and Assistant Wardens. The reception for mobile phones can vary, but Site Information Leaflets provide guidance and a payphone is available.