

## **Access Information Statement**

### **Balbirnie Park**

#### **Contact Information**

For those wishing to contact Caravan and Motorhome Club by phone, typetalk 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**

Site has two spaces for new arrivals adjacent to Reception, and three parking spaces for visitors diagonally opposite the Reception building. The visitor parking is also used as a late night arrivals area. Neither of these spaces is designated for disabled people. However, there is adequate space for parking near the reception.

#### **Reception**

The route to the reception is via a long sloping approach with five steps up to the entrance door. There is a call bell for assistance located at the base of steps accessed via a sloping route. The door has a suitable lever handle, but is narrower than recommended with clear opening of 710mm. The threshold step of 140mm could present a trip hazard.

The visitor side of the room is too small for a wheelchair user to manoeuvre at 1300 x 1750mm. The counter height is 900mm and is not currently fitted with a hearing induction loop system to assist hearing aid users. The rear door to Reception is sometimes used to serve those with limited mobility though does not allow access internally due to a step up. The PDF card machine is wireless.

#### **Pitches**

There are no pitches permanently designated for disabled people. Eight stone chipping-surfaced pitches are made available for disabled people near the WC block. These pitches are between 15m to 50m from the accessible WC, laundry and vegetable preparation. The information room and reception are 20m to 100m away from accessible pitches.

#### **Public areas of the site**

This site is set in natural woodland on undulating ground and there are a number of sloping routes. The pitches nearest (most accessible) to the toilet block are on moderately level ground. A tarmac road with speed bumps runs around the site. Both pedestrians and vehicles use this access road and there is no definition between pedestrian or vehicle routes.

## Toilet block

The male, female and accessible facilities are within a block approximately 70m from the reception. This building also contains laundry, vegetable preparation and mother and toddler rooms.

The entrances are step-free into both the male and female facilities. Both have doors opened with keys obtained from the reception. Internally they have tiled floors.

There are three privacy cubicles in the male facility, one of which has outward-opening door and grab rail to provide ambulant access. In both male and female toilets one WC is fitted with outward-opening door and grabrails to assist ambulant disabled people. There are no privacy screens at the urinals but one of the three available is fitted with grabrails. The taps to the washbasins are lever type with thermostatically controlled hot water delivery. Both facilities have reasonable visual contrast between fittings and their background.

There are four standard shower cubicles and one ambulant shower cubicle in both male and female areas. The showers are thermostatically controlled and have a drying area with seat. The ambulant cubicles have adjustable riser rails, grab rails surrounding the shower position and outward-opening doors.

The **accessible shower and toilet cubicle** is located near the female facilities, and has a door which is opened using a standard RADAR key. It has a slightly ramped approach on concrete slabs, up from a further sloping tarmac area, at a slope of 1 in 12 over 5600mm.. The door is outward-opening with a rollover threshold and 835mm clear opening. The room is 2700mm wide x 2400mm deep, with a tiled floor with anti-slip surface. The shower provides for flexible transfer and has both drop-down and fixed grab rails. There is a variable height riser rail and a thermostatic mixer shower, a fixed drop-down shower seat plus a loose shower seat.

The WC and washbasin layout allow handwashing in the basin from the WC, there are drop-down and fixed grabrails as per British Standard recommendations. There is reasonable visual contrast between elements. An alarm system is provided with a single pull cord, and there is a low surface temperature radiator fitted. Lighting is via a single bulkhead ceiling fitting with automatic operation. The lux level achieved was noted to be low.

The **mother and toddler room** is located to the left hand side of the toilet block and is approached via gently sloping tarmac, and has a step up at the entrance varying between 140 and 170mm due to sloping ground adjacent. The outward opening door gives an 800mm clear opening. The door is opened via a keyed lock at 1300 above ground level, and a vertical pull handle. The room has a bath with integral seat, knob type mixer tap with hair wash shower attachment above. There is a low level toddler WC and basin with lever taps and thermostatically control to hot water delivery. A hair dryer and hand dryer are fitted at 900mm above floor level, and a wall mounted pull cord heater is fitted.

## Other facilities

The **information room** is a small timber hut located near the reception, overall size 1700 x 2330mm internally. The approach route is via a dropped kerb and gentle slope. There is a 170mm step at the entrance door, which is narrow at 720mm. The room has acceptable manoeuvring space, with leaflets displayed in dispensers at 700mm to 1500mm height.

There is a **vegetable preparation area** near the accessible WC, which has a step-free approach route but there is a 90mm step up at the entrance and the room has very

limited circulation space with only 725mm between worktops and wall opposite. The double doors open out, with a single door giving 830mm clear opening width. The three sinks are 900mm high with knee-space below and have lever taps with thermostatic control to hot water delivery.

The **laundry facility** is also located in the toilet block and the room has a 1500 x 1500 manoeuvring space available internally. However, the door has a threshold step of 70mm then a rollover threshold of 20mm, and is heavy to operate, with clear opening of only 745mm. There is a front-loading washing machine and front-loading tumble dryer. The coin slots and controls are at 1000mm height. The sinks is at 900mm height with a knee space under. The taps are lever type with thermostatically controlled hot water delivery.

### **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.