

## Accessibility Guide for Cheltenham Racecourse Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ [cheltenhamracecourse@camc.com](mailto:cheltenhamracecourse@camc.com)

☎ 01242 523102

🌐 <https://www.caravanclub.co.uk/club-sites/england/cotswolds/gloucestershire/cheltenham-racecourse-caravan-club-site/>

### At a Glance

#### Level Access

- The site does slope towards the racecourse

#### Step only Access

- The Information Room has a large step up into the room

#### 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

Cheltenham Racecourse Caravan Club Site  
Prestbury Park,  
Cheltenham,  
Gloucestershire,  
GL50 4SH

## Arrival and Reception

### Approach Route

- The site is within the enclosure of the racecourse on the opposite side of the racetrack, there is clear signposting from the racecourse entrance
- The reception building is on the right hand side when you enter the site
- There is a gate which separates the Club site from the Racecourse, which is generally open
- The ground is level in this area with hard surfaced paths linking facilities.

### Parking

- There is no marked new arrival bay, but there is a large amount of space for new arrivals adjacent to the reception
- There is visitor parking in the same area as the new arrival bays, but there are no marked bays. There is a lot of space here though
- There are no late night arrival bays

### Entrance into Reception

- There is a level, tarmac area to the reception
- The Entrance door is 750mm wide, with a weather strip to the threshold
- The entrance door is not power assisted, and opens inwards
- There is no call bell to the reception



Entrance to reception

## Reception

- There is approximately 3000mm x 2750mm clear space in the reception, however this does narrow to 1650mm wide at the archway.
- The reception desk is set 1050mm above the floor without a lowered section
- The desk is not fitted with a hearing loop



## Getting around the Site

- The site is mostly gently sloping through, but there are some steeper areas further from the main facilities

- The routes are shared between pedestrians and vehicles, there are no speed bumps on site

## **Pitches**

- There are 80 pitches on site, 60 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.

## **Camping Pitches**

- There are 2 camping pitches on the site
- These are to the south east of the site
- These are both non electric pitches

## **Toilets and Changing Facilities**

### **Accessible Toilets and Bathing Facilities – Reception Area**

- A combined Accessible Toilet and Shower cubicle is located adjacent to reception
- The toilet is accessed by the paved area around reception
- The door is 800mm wide, over a level threshold and opens outwards
- There is no key to access the toilet
- The cubicle's overall dimensions are 2400mm x 4500mm
- 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 1800mm 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 930mm high, and are controlled by a button
- The shower head is fitted on a sliding rail, which is a minimum of 1000mm above floor level
- The basin tap is fitted with a lever mixer tap



Accessible Facilities

## Standard Toilets and Washrooms

- The toilets are within separate buildings near reception
- There is ad-hoc parking near the toilets
- There are level entrances to the Male and Female toilets
- The entrance doors are 800mm wide with 1000mm high push-button security pads
- The female area has 9 WC cubicles and 4 Shower cubicles, there is a 110mm step up to the shower section
- The male area has a long trough urinal, 3 WC cubicles and 4 Shower cubicles, with a 110mm step up to the showers
- The female area has one modified WC cubicle with grab rails to assist mobility
- The female area has a drop down baby change unit at 750mm high
- The taps are twist turn operated

## Other Facilities

### Dishwashing and Laundry Room – Below the Racecourse Stand

- There are 2 rooms off a covered walkway below the racecourse stand, the route is across a gently sloping brick pavement
- The external door is 860mm wide with a 100mm step, and a small wooden ramp to assist mobility

- The dishwashing area and the washing machine are to the left, with a further 850mm wide door to access
- There is a tumble dryer in the room to the right, with an 850mm wide door to access
- There is 1 top loading washing machine with a coin slot at 1080mm
- There is 1 front loading tumble dryer with a coin slot at 1080mm
- The dishwashing and washing machine room has 3700mm x 1300mm clear space
- The tumble dryer room has 1600mm x 2700mm clear space
- There are 2 dishwashing sinks at 900mm high
- There is 1 laundry sink at 900mm high in the same unit as the dishwashing sinks, signs are used to identify which is which
- Lever taps available



Door to Dishwashing and Laundry Facilities



Dishwashing and Washing Machine Room



Dishwashing and Washing Machine Room



Tumble Dryer Room

### Information Room – Adjacent to Arrival

- Access via the tarmac area around reception
- There is a 250mm step into the door, please be careful when entering and exiting
- The door is 750mm wide
- The room's dimensions are 2400mm x 1400mm
- Information is displayed between 650mm and 1300mm high



Information Room

## Service Points

- There are two Service Points around the site, please check the site map for details
- The service points are set to the sides of the racecourse stand, and do not incorporate bins
- All of the site's bins are adjacent to reception
- The water taps are at a maximum of 900mm high, with cross head taps
- A Chemical Waste Point can be found behind the male toilet building
- The Chemical Waste Point tap is 1480mm high







Chemical Waste Point

### Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the main reception building
- There is a drive over emptying point
- The taps are 1100mm high



## 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 bus service a 3 minute walk from the site, with buses to Cheltenham. There are then buses to the surrounding areas from Cheltenham

### Taxi

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