

Access Information Statement

Lower Wensleydale

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

The entrance has a gate but no barrier.

There is no late arrivals area, but visitor parking for up to eight cars is available close to the reception building. No spaces are specifically marked for disabled drivers.

Reception

These facilities are located opposite the entrance drive into the park, in a building combined with all other facilities. There are three steps with handrails each side to access the reception. A call bell is available for visitors to call for assistance, on a wall next to reception. The entrance door has 750mm clear opening width, and internally, the reception has reasonable circulation space, but currently no wheelchair access because of the entrance steps.

The reception is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are five pitches currently designated for disabled people, though a further four pitches are potentially accessible. The recommended pitches are 15 to 30 metres away from the reception, 35 to 50 metres from the accessible toilet/shower, and between 20 metres and 45 metres from other facilities, on a mostly level route but slight rise of 1:15 gradient to the accessible toilet.

The potentially accessible pitches are between 60 metres and 75 metres from the reception, 40 metres to 65 metres from the accessible toilet/shower, and 50 metres to 65 metres from other facilities, on long gradual sloped tarmac routes up to a maximum 1:12 gradient for a brief section.

Public areas of the site

Main pedestrian routes through the site share the vehicle roadways, which have a firm, well-maintained tarmac surface. Gradients around the site can be up to 1:12 in places.

Toilet block

There is one toilet block on the site with restricted space for parking vehicles adjacent if visitors need to use their car to reach it. The male toilet and accessible toilet share a 2 metre long ramp, and the female toilet is off a landing, shared with the laundry that is accessed by two sets of three steps with handrails. The male and female toilets have doors with clear opening widths of 750mm, level to the male, but with a 90mm threshold to the female facilities. In both male and female toilets, none of the shower cubicles, privacy cubicles or WC cubicles are fitted with grabrails to assist ambulant disabled people. The taps to the basins are lever type to assist people with limited manual dexterity.

There is a combined accessible shower and toilet accessed via the short ramp, and opened using a standard key supplied by reception. The outward opening door has a flush threshold and 900mm clear opening width. The room is 2600mm wide x 2500mm deep. The WC has right-hand transfer and there are grabrails provided to assist. An alarm system is provided. The washbasin, with lever taps, is within reach of the WC, and there is a soap dispenser over, and a hand drier within reach of the washbasin but out of reach of the WC.

The shower has level access, measuring 1200mm by 900mm, with a thermostatic shower control at 900mm height, a drop-down seat, and hand shower with height adjustment from 1300mm to 1850mm.

Other facilities

There is a laundry facility located adjoining the female toilet and accessed from the landing that is approached via two flights of three steps with handrails. The door has a 750mm clear opening width, and internally there is limited space 2100mm by 940mm. This area is currently inaccessible to wheelchair users. There is a top loading washing machine and a front-loading drier, both having controls to the rear top and coin slot at 1050mm height.

The washing up and vegetable preparation room has open sided access with a level entrance, is attached to the toilet block. It has three standard 900mm high sink units, all with cross-top taps.

The information room is near the toilet block in a timber shed. The path outside has an area of loose stone chippings and a concrete slab, with a 70mm high threshold at the entrance. The door has 750mm clear opening width, and internally there is an adequate 1500mm turning circle for wheelchair users. Information is currently on shelves at 1100mm height.