

Accessibility Guide for Salisbury Hillside 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/southern-england/wiltshire/salisbury-hillside-caravan-club-site/>

At a Glance

Level Access

- The site slopes throughout, but the path to the service point opposite “Ram’s Bottom” is very steep

Step only Access

- The reception and information room have step only access

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

Salisbury Hillside Caravan Club Site
Andover Road,
Lopcombe Corner,
Salisbury,
Wiltshire,
SP5 1BY

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
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by card access.
- 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 2 cars to park temporarily adjacent to the reception
- There are no late arrival bays

Entrance into Reception

- There is a 120mm step to access reception
- The Entrance door is 750mm wide over a 60mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1250mm above ground level



Reception

- There is approximately 2200mm x 1450mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with no dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site slopes throughout, however the path to the service point opposite “Ram’s Bottom” is very steep (1:3 gradient)
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps
- There is a pathway from the reception to the toilet block, however this can be uneven in places due to roots from trees

Pitches

- There are 50 pitches on site, 11 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.

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 near the entrance of the site
- The toilet block is accessed via a dropped kerb to the paved area around the toilet block
- The door is 900mm wide, over a level threshold and opens outwards
- The cubicle door is secured by a key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2200mm x 1800mm
- The WC pan is left 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 850mm 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 1350mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block, which is set near the entrance of the site
- Parking for one vehicle is available next to Toilet Block
- Entrance doors are accessed by a paved area, which is accessed via a dropped kerb
- The female facilities contain 3 WC cubicles, 3 Shower cubicles and 3 Privacy Washbasin cubicles
- The male facilities contain 3 WC cubicles, 2 Urinals including 1 lower Urinal, 3 Shower cubicles and 3 Privacy Washbasin cubicles
- There are modified cubicles in each area for each type of cubicle, with grab rails to assist transfer and mobility
- Taps in each block incorporate lever controls



Other Facilities

Dishwashing – Toilet Block

- The dishwashing area is an open area to the side of the toilet block
- There is 2200mm x 1050mm clear space in front of the sinks
- There are 2 sinks at 850mm high with 650mm knee space below
- Twist turn taps available



Laundry – Toilet Block

- Level access via paved area
- The door is 900mm wide over a level threshold and opens outwards
- There is 2650mm x 1900mm manoeuvring space
- There is 1 front loading Washing Machine and 1 front loading Tumble Dryer
- There are 2 sinks at 850mm high with 670mm knee space below
- Lever taps fitted



Information Room – Adjacent to Reception

- There is an information room in an external wooden hut behind the reception building
- The door is 780mm wide over a 250mm step and opens outwards
- The room's dimensions are 1100mm x 1700mm
- Information is displayed on a shelf at 900mm high



Service Points

- There are Service Points at intervals around the site, please check the site map for details
- All of the service points are on raised concrete settings, with level access from adjacent roadways
- The paths around the Service Points can be as narrow as 800mm wide
- The water taps are at a maximum of 1000mm high, with cross head taps
- Chemical Waste Points can be found here too, with taps at a maximum of 1200mm high



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located to the East of the site
- The taps are 1150mm high, mounted on a 110mm 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 limited bus service, 2 minutes from site with buses to Salisbury

Taxi

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