

Accessibility Guide for Stonehaven Queen Elizabeth Park Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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☎ 01569 760088

🌐 <https://www.caravanclub.co.uk/club-sites/scotland/aberdeenshire/stonehaven-queen-elizabeth-park-caravan-club-site>

At a Glance

Level Access

- The site is generally level throughout

Step only Access

- There is no step only access on site

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

Stonehaven Queen Elizabeth Park Caravan Club Site
Stonehaven,
Aberdeenshire,
AB39 2RD,
Scotland

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left 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, adjacent to the entrance
- There is a visitor parking area with 6 parking bays, including 1 accessible bay
- There are no Late Night Arrival bays

Entrance into Reception

- There is a ramped approach to reception, the ramp is 5 metres long and in two sections with a level landing between each section. The ramp is 1450mm wide, with handrails to either side.
- There is also a stepped approach available, with 4 steps, and handrails to either side
- The Entrance door is 840mm wide over a level threshold
- The entrance door is not power assisted, and opens outwards
- A call bell is available to summon assistance, this is 1400mm above ground level



Reception

- There is approximately 2900mm x 4400mm turning space, clear of the desk and furniture
- The reception desk is set 1000mm above the floor and incorporates a dropped section at 750mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps
- The access road is gently sloping, at a low gradient (1:20)

Pitches

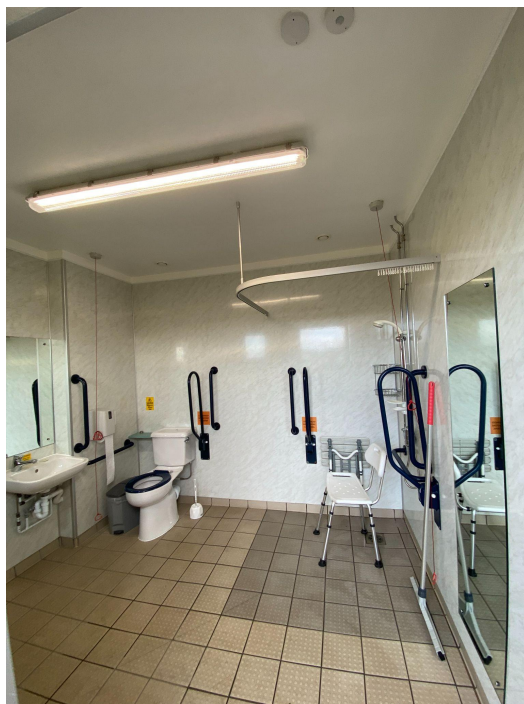
- There are 77 pitches on site, all of which are hardstanding. There are 8 fully serviced pitches on site
- Roll out mats are not provided
- There are no designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- There are 13 pitches within 30 metres of the toilet block which are recommended for people with accessibility needs.

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 in the middle of the site
- The toilet block is accessed via dropped kerbs to a path around the perimeter of the toilet block
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2950mm x 2450mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 470mm above the floor level
- The clear space to the side of the toilet is 1200mm 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 1200mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block set to the middle of the site
- Parking is available next to Toilet Block for one vehicle
- Entrance doors are accessed by a paved area, which is accessed via dropped kerbs
- The entrance doors to the male and female toilets are 840mm wide
- The female area has 7 WC cubicles, 6 Shower cubicles and 4 Privacy Washbasin cubicles
- The male area has 4 WC cubicles, 5 Urinals, 6 Shower cubicles and 4 Privacy Washbasin cubicles
- Both of the male and female areas include a modified WC Cubicle, a modified Privacy Washbasin Cubicle and a modified Shower Cubicle for ambulant disabled people
- Taps in each block incorporate lever controls



Toilet Block

Baby and Toddler Room - Toilet Block

- The baby and toddler room is accessed via the path around the perimeter
- The door is 830mm wide and over a level threshold and opens inwards
- The rooms dimensions are 1700mm x 3200mm
- There is a key to access the baby and toddler room, which can be borrowed from reception
- There is a lowered WC at 400mm high and a regular wash basin
- There is a half sized bathtub with a shower over the top, with twist grip taps
- There is a wall mounted, drop down baby changing table at 850mm high



Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area
- The door is 850mm wide over a level threshold and opens inwards
- There is 1400mm x 2600mm manoeuvring space
- There are 4 sinks in counters at 850mm high with 750mm kneespace beneath
- Lever taps available



Laundry – Toilet Block

- Level access via paved area
- The door is 850mm wide over a level threshold and opens inwards
- There is 1900mm x 2600mm manoeuvring space
- There are 2 washing machines, which are front loading with coin slots at 1050mm
- There are 2 tumble dryers, one of which is stacked on top of a washing machine, both are front loading with coin slots at 1050mm
- The higher tumble dryer has a door at 1600mm high
- There are 2 sinks in counters at 850mm high with 750mm kneespace beneath
- Lever taps fitted



Drying Room - Toilet Block

- There is level access from the paved area around the building
- The door is 800mm wide, over a level threshold and opens inwards
- The internal dimensions are 1600mm x 4100mm
- There is only 1200mm space in front of the benches
- There are two slatted benches
- There are coat hooks at 1680mm high



Information Room – Adjacent to Reception

- Access via the ramp and steps used for reception
- The door is 850mm wide over a level threshold and opens inwards
- The room's dimensions are 1900mm x 1900mm
- Information is displayed on a shelves between 500mm and 1600mm high



Children's Playground

- There is a small playground in front of the toilet block
- There is access via a tarmac path
- There is no gate to access the playground
- The play equipment is on safety flooring



Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- All of the service points are on concrete settings
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Waste Points can be found here too
- The Chemical Waste taps are 1150mm high



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the toilet block
- The taps are set on a 100mm kerb and are 1150mm high from the 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 railway station in the local town, 1 mile from the site, with trains to Edinburgh, Aberdeen and beyond
- There are also good bus routes to these cities

Taxi

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