

## Accessibility Guide for White House Beach 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/east-anglia/suffolk/white-house-beach-club-campsite/>

### At a Glance

#### Level Access

- The site slopes around the reception and the beach side, however most pitches have level access from adjacent roadways

#### Step only Access

- There is step only access to the reception, information room, male and female toilet facilities, dishwashing rooms and laundry room

#### Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the Main 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

White House Beach Club Campsite  
Kessingland,  
Lowestoft,  
Suffolk,  
NR33 7RW

## Arrival and Reception

### Approach Route

- The site is accessed via a narrow road
- There is a tarmac driveway leading to the reception area
- The reception building is on the left hand side of the access road when you enter the site
- 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 a grass parking area for visitors
- There is one Late Night Arrival bay adjacent to the reception building

### Entrance into Reception

- There is a dropped kerb leading to the small path to the reception
- The entrance door is 650mm wide with a 150mm step up
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1200mm above ground level



## Reception

- There is approximately 2300mm x 1650mm 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 is gently sloping around the reception and beach side
- Pedestrians share vehicle routes which are well maintained tarmac, but do incorporate speed bumps
- There is access to the beach side via a main road, with no pedestrian paths
- The ground around the facilities is well paved and level with dropped kerbs

## Pitches

- There are 109 pitches on site, 77 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.
- There are 4 grass pitches opposite the main toilet block which houses the accessible toilet and shower cubicle, there are a further 4 hardstanding pitches within 50 metres of the main toilet block

## Toilets and Changing Facilities

### Accessible Toilets and Bathing Facilities – Main Toilet Block

- A combined Accessible Toilet and Shower cubicle is located within the main toilet block which is to the west of the site
- The cubicle is accessed via dropped kerbs 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 Blue Heart RADAR key, one can be borrowed from reception upon request
- The cubicle's overall dimensions are 2450mm x 2000mm
- The WC pan is left hand transfer.
- There is no drop down shower seat however there is a movable shower chair
- The toilet seat is 480mm above the floor level
- The clear space to the side of the toilet is 700mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower 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 are two Toilet Blocks on site, the main Toilet Block is to the west of the site, and there is a smaller toilet block on the beach side of the site to the east
- Parking is available close to both Toilet Blocks
- The Main Toilet Block has dropped kerbs leading to the paved area around the toilet block
- The Beach Side Toilet Block has a small step up to the paved area around it
- The Beach Side Toilet Block requires a key to access the facilities
- The female area in the Main Toilet Block has 5 WC cubicles, 6 Shower cubicles and 5 Washbasin Privacy cubicles
- The male area in the Main Toilet Block has 4 WC cubicles, 3 Urinals including 1 lower Urinal, 6 Shower cubicles and 5 Washbasin Privacy cubicles
- The female area in the Beach Side Toilet Block has 3 WC cubicles, 2 Shower cubicles and 3 Washbasin Privacy cubicles
- The male area in the Beach Side Toilet Block has 2 WC cubicles, 3 Urinals including 1 lower urinal, 2 Shower cubicles and 3 Washbasin Privacy cubicles
- There are modified WC, Wash Basin and Shower cubicles with grab rails to assist movement in each male and female areas in each toilet block
- Taps in each block incorporate lever controls



Main Toilet Block



Beach Side Toilet Block

### Baby and Toddler Room - Main Toilet Block

- The Baby and Toddler Room is accessed via the paved area around the building
- The door opens to 750mm wide, over a level threshold and opens outwards
- The room's dimensions are 2050mm x 2900mm
- There is a half sized bathtub, with a shower above with lever taps to operate
- There is a drop down baby change unit at 900mm high
- The toilet is 330mm high



## Other Facilities

### Dishwashing – Main Toilet Block

- There is access to the dishwashing room via the paved area around the building
- The door opens to 780mm wide, over a 120mm step and opens outwards
- There is 1450mm x 2650mm clear space
- There are 3 sinks at 900mm high with 800mm knee space below
- There are lever taps available



### Dishwashing Room – Beach Side Toilet Block

- There is a dishwashing room in the Beach Side Toilet Block
- The door opens to 850mm wide, over a 50mm threshold and opens inwards
- There is 1850mm x 2900mm clear space
- There are 3 sinks at 930mm high with 860mm knee space below
- There are lever taps available





## Laundry – Main Toilet Block

- There is access to the Laundry room via the paved area around the building
- The door opens to 750mm wide with a 120mm step, and opens outwards
- There is 2000mm x 2700mm clear space within the room
- There is one front loading washing machine, and one front loading tumble dryer
- There are two sinks at 900mm high, with 800mm knee space below
- There are lever taps available



## Information Room – Adjacent to Reception

- The information room is adjacent to the reception room
- There is access to the information room via a paved path
- The door opens to 700mm over a very large 220mm step and opens inwards
- The room's dimensions are 2400mm x 2250mm
- Information is displayed on a shelf at 900mm high



## Service Points

- There are Service Points at regular intervals around the site, please check the site map for details
- The service points are mounted on concrete, and generally have level access from the adjacent roadways
- The paths around the Service Points can be as narrow as 800mm wide
- The water taps are at a maximum of 700mm high, with cross head taps
- Chemical Waste Points can be found here too, which have taps at 1100mm high



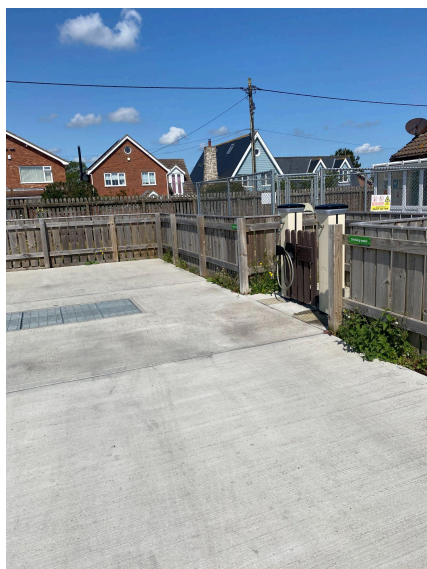
## Motorhome Service Point

- There are two Motorhome Service Points on site, one on either side of the site
- Both of the Motorhome Service Points have taps between 1100mm and 1280 above the ground



Main side MHSP





Beach Side MHSP

## 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 the Late Night Arrival area 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 bus stop approximately half a mile from the site, with buses to Lowesoft and Southwold and a rail service from Lowesoft

## Taxi

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