

Accessibility Guide for Dunnet Bay Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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☎ 01847 821319

🌐 <https://www.caravanclub.co.uk/club-sites/scotland/highlands/dunnet-bay-caravan-club-site/>

At a Glance

Level Access

- The site is relatively level throughout

Step only Access

- There are no facilities that have step only access however there is step only access to the beach from the 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

Dunnet Bay Caravan Club Site

Dunnet,

Thurso,

Highlands,

KW14 8XD, Scotland

Arrival and Reception

Approach Route

- The site is accessed by a tarmac drive
- The reception building is to the right
- There is a gate at the entrance of the site, which remains open during the day
- 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 no visitor parking on site, however there is a public car park next to the site
- There is no late night arrival bay

Entrance into Reception

- The reception is accessed by three steps, with a handrails to each side
- The Entrance door is 850mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards
- There is no call bell at the reception



Reception

- There is approximately 1400mm x 1700mm turning space, clear of the desk and furniture
- The reception desk is set 850mm above the floor with no dropped area
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally level throughout without any speed bumps around the site. However there is one speed bump on the access road
- Pedestrians share vehicles routes, which are gravel roadways with no speed bumps

Pitches

- There are 54 pitches on site, all of which are grass
- 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 2 pitches on site, which are within 25 metres of the toilet block and reception

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 within the same building as the reception
- The Accessible Toilet and Shower cubicle is accessed via the paved area around the building, which can be accessed by a gentle slope
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by a standard key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2700mm x 1450mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 470mm, and the shower seat is 490mm above the floor level
- The clear space to the side of the toilet is 1000mm 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 1300mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet block in the same building as the reception
- There is no parking available at the toilet block
- There is a main sloped access to the toilet block, which leads to a level hard surfaced ground surrounding the block
- The male and female facilities toilet, have 850mm wide doors, with level thresholds
- Both the male and female toilets have code locks to access, the code will be given at check in
- The female area has 4 WC cubicles, 3 Shower cubicles and 2 Washbasin Privacy cubicles
- The male area has 3 WC cubicles, 3 Urinals including 1 lowered Urinal, 3 Shower cubicles and 2 Washbasin Privacy cubicles
- Both the female and male areas have a modified WC cubicle, a modified Shower cubicle and a modified Washbasin Privacy cubicle with grab rails to assist mobility
- Taps in block incorporate lever controls



Other Facilities

Dishwashing – Toilet Block

- There is a dishwashing area in the toilet block
- The door opens to 850mm wide, over a 20mm weather strip threshold and opens inwards

- There is 1000mm x 1500mm clear space
- There are 2 sinks in a 930mm high counter with 900mm knee space underneath
- There are twist turn mixer taps to the sinks



Laundry – Toilet Block

- There is access via the paved area
- The door is 850mm wide, over a 20mm weather strip and opens inwards
- The room's dimensions are 2400mm x 1900mm, however the room narrows to 1000mm between the washing machine and tumble dryer
- There are 2 front loading washing machines and 1 front loading tumble dryer
- There is one sink in a 950mm high counter with no knee space below
- There are twist turn taps fitted



Information Room – Adjacent to Reception

- The information room is adjacent to the reception
- There is a gentle ramp to the information room
- The door opens to 850mm wide, over a level threshold and opens inwards
- The room's dimensions are 1900mm x 3400mm
- Information is displayed between 550mm to 1900mm high



Dog Walk

- There is access to the beach from the west of the site
- There is a natural footpath which leads to the wooden staircase which leads from the site down to the beach



Service Points

- There are 2 Service Points on the site, please check the site map for details
- All of the service points are on raised concrete settings, with a small lip from the roadway to the service point
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 1350mm high



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located adjacent to the entrance of the site
- The taps are on a 100mm kerb and are a further 1150mm 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 the 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 bus service which runs past the site, which goes to Thurso and John O'Groats
- The nearest train station is Thurso

Taxi

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