

## Access Information Statement

### Exebridge Lakeside

#### Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, ttypetalk 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

There is space for 2-3 vehicles in new arrivals' bay near the reception. There is a visitors' and late arrivals parking area with a gravel surface for 7 vehicles. There are no spaces designated for disabled people. Access for vehicles into the site is through an entry barrier with a code-operated keypad.

#### Reception

The reception is approached up a gentle ramp or single step to a covered veranda. The reception entrance door is wide, has a lever handle and high-level vision panel, and opens into the room. There is a call bell for assistance located by the door. The counter height is 880mm and is not currently fitted with a hearing induction loop system to assist hearing aid users. In the reception there are items for sale on shelves ranging from 600mm to 1500mm height.

#### Pitches

There are no pitches permanently designated for disabled people. 5 gravel-surfaced pitches positioned between the accessible WC block and the reception are made available for disabled people. These pitches are between 25m and 125m from the reception and information room, and the facilities in the toilet block (accessible WC, dishwashing, laundry and baby room). The games rooms are 130m to 150m away from the accessible pitches.

#### Circulation around the Site

The site is on terraced levels each with sloping access roads between. Some sections of access road slope steeply at 1:12 and 1:15 gradient, but there are no speed bumps. Both pedestrians and vehicles share the access road and there is no definition between pedestrian and vehicle routes.

#### Toilet Blocks

The male, female and accessible facilities are within the toilet block. There is space for parking near these facilities.

There are level entrances into both the **male and female facilities**. Both have wide doors opening outwards with coir mat-wells. Internally they have non-slip tiled floors. In both male and female toilets one WC, one shower cubicle, one privacy cubicle, and in the male facilities one urinal, are fitted with grab rails to assist ambulant disabled people. The taps to the washbasins are lever type to assist people with limited manual dexterity. Both facilities have poor visual contrast between

sanitary fittings and their background.

There is an **accessible shower and toilet cubicle** located near the female facilities, which is opened using a RADAR key. It has a level entry through a wide outward-opening door. The room is 2470mm wide x 2220mm deep with a non-slip tiled floor. The WC and the shower provides for left-hand transfer. The layout of the WC, washbasin and grab rails are mostly to AD M standards, but there is no backrest on the WC and no second vertical rail at the washbasin. The shower has a drop-down rail, wall mounted grab rails and a drop-down seat. An alarm system is provided. The controls are lever type to assist people with limited manual dexterity, but without a thermostatic mixer at the washbasin. There is poor contrast between the sanitaryware fittings and their background.

## Other Facilities

The **information room** is next to the reception and has a fully accessible approach route. There is a wide entrance door but internally there is only 1000mm width in front of leaflets. The leaflets are displayed at 800 to 1540mm height.

The **public telephone** is within the information room. The phone coin slot, key pad and hand-set are at 1400mm height. The phone has an inductive coupler to assist hearing aid users.

There is a **dishwashing area** in a room on the front of the toilet block, which has a level approach route across brick paving. The entrance is an outward-opening wide door. The sinks are at 900mm in height and are set back from the front of the unit. As the knee space below the worktop is too low, it would be difficult for use by someone in a seated position. The sinks have lever taps.

The **laundry facility** is located in a room on the front of the toilet block, which has a level approach route. There is a level entrance door with vision panels and lever handles. Internally there is sufficient circulation space at the tumble dryers, but there is a very narrow gangway (690mm wide) in front of the washing machines and sinks. There are front-loading tumble dryers and washing machines. The coin slots are at 1180mm height. The iron and its coin slot are mounted at 1300mm height. Sinks are at 850mm height and have similar access problems as described in the dishwashing area. The taps are lever type.

The **baby and toddler room** is located at the front of the toilet block, which has a level approach route. There is a level entrance door with vision panels and lever handles. The room has a children's height WC and sink and a short bath. The taps are lever type without thermostatic mixers.

The **games room** is located in a building on the lower terrace of the site. There is a 1:12 ramped access road to the facility and a gentle ramp up to the door. The door is narrow achieving a restricted 660mm clear width and has a 50mm high raised threshold. Internally there is a lobby leading to inner doors into pool table room, games machines room and WC. The controls of the games machines are mostly at or below 1200mm height and the pool table is at 800mm height.