

Accessibility Guide for Fairlight Wood Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ fairlightwood@camc.com

☎ 01424 812333

🌐 <https://www.caravanclub.co.uk/club-sites/england/south-east-england/east-sussex/fairlight-wood-caravan-club-site/>

At a Glance

Level Access

- The site is relatively level throughout, there is a slope from Pitch 15 and Pitch 34 and a steeper slope to the toilet block

Step only Access

- There is a small step over threshold to the laundry room

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

Fairlight Wood Caravan Club Site
Watermill Lane,
Pett,
Hastings,
East Sussex,
TN35 4HY

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
- There is no entrance barrier to 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 visitor parking area with 6 marked bays over a level, gravel surface. However there are no designated accessible bays. The car parking area is approximately 25 metres from reception.
- There is space for 1 Late Night Arrivals near the visitor parking, this space is not marked out

Entrance into Reception

- The route to reception from the new arrivals bay is level, over a tarmac surface
- The entrance door is 700mm wide over a level threshold but can be heavy to open
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1250mm above ground level



The reception building

Reception

- There is approximately 2300mm x 2000mm circulation space, clear of the desk and furniture
- There is no visitor seating in the reception area
- The reception desk is set 900mm above the floor with no kneespace and incorporates a lift up countertop
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is mainly level throughout, however there is a gentle slope (1:18) on a part of the road from Pitch 15 to Pitch 34, and there is also a steeper path down to the toilet block.
- Pedestrians share vehicle routes which are well maintained tarmac.

Pitches

- There are 42 pitches on site, 40 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 two recommended pitches which are more accessible, these pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- The accessible pitches are Pitch 15 and Pitch 34, both of these are hardstanding and close to site facilities
- Pitch 15 is 50 metres from reception, 25 metres from the Accessible WC and Shower, 30 metres from the laundry and 20 metres from the dishwashing room
- Pitch 34 is 75 metres from reception, the route is via a slight slope on the road

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located adjacent to the Toilet Block which is set to the south of the site.
- The route to the toilet block is level from reception, but there is a sloping section (gradient of 1:14) of the path for 13.5 metres with no handrails. This route is approximately 1300mm wide. The paving around the toilet block is generally level, but does have a slight gradient to the Laundry, Accessible WC, Dishwashing area and Male toilets
- The door is 800mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception

- The cubicle's overall dimensions are 2800mm x 2200mm, with an additional 1100mm x 1550mm space inside of the door
- The WC pan is left hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 520mm above the floor level
- The clear space to the side of the toilet is 1100mm 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 1450mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block to the south of the site
- The route to the toilet block is level from reception, but there is a sloping section (gradient of 1:14) of the path for 13.5 metres with no handrails. This route is approximately 1300mm wide.
- The paving around the toilet block is generally level, but does have a slight gradient to the Laundry, Accessible WC, Dishwashing area and Male toilets
- There is no parking available next to the toilet block
- The entrance door to the male toilets is 745mm wide, with a 50mm threshold and can be heavy to open

- The entrance door to the female toilets is 730mm wide, with a 50mm threshold and can be heavy to open
- The male toilets have 3 WC Cubicles, 3 Urinals, 4 Privacy Washbasin Cubicles and 3 Shower Cubicles
- The female toilets have 4 WC Cubicles, 3 Privacy Washbasin Cubicles and 3 Shower Cubicles
- There is also a modified WC cubicle, modified Privacy Washbasin Cubicle and modified Shower Cubicle to each male and female area. These are fitted with an outward opening door and grab rails.
- There is also a lowered urinal in the male toilets
- The shower cubicles have a step down into the shower area, lever controls at 1150mm and adjustable shower heads at a minimum of 1400mm high.
- Taps in each block incorporate lever controls



Toilet Block

Other Facilities

Dishwashing – Toilet Block

- The approach to the dishwashing area is slightly ramped
- There are double doors to the dishwashing area, which open to 700mm per side, over a level threshold. The doors open outwards and are often held open
- The room is 2300mm wide x 860mm deep, which can limit manoeuvring space
- There are 2 sinks at 880mm high with 840mm kneespace beneath

- Lever taps available



Laundry – Toilet Block

- The approach to the laundry area is slightly ramped
- The door is 750mm wide with a 40mm raised threshold
- There is 1700mm x 2200mm circulation space
- There is 1 Washing Machine, and 1 Tumble Dryer. Both machines are front loading, with controls at 1000mm high
- There are 2 sinks at 840mm with 800mm kneespace beneath
- Lever taps fitted



Information Room – Adjacent to Reception

- The route to the information room is level and tarmac
- There are double doors, which open to 710mm per side over a 10mm threshold
- The room's dimensions are 2500 x 1650mm
- Information is displayed on a shelf at 900mm high. It is also displayed on a unit between 910mm and 1500mm



Service Points

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



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the toilet block
- The Motorhome Waste Point is a drive over emptying point
- The taps are 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 at the visitor parking 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 service a 10 minute walk from site, with buses to Hastings from Monday to Saturday
- There are only 2 buses a day to Hastings on Saturdays

Taxi

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