

Accessibility Guide for Henley Four Oaks 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/cotswolds/oxfordshire/henley-four-oaks-caravan-club-site/>

At a Glance

Level Access

- The site is generally level throughout, however not all areas have level access

Step only Access

- Reception has a step at the door
- The female facilities have a step at the door
- The male facilities have a step at the door
- The information room has a step into the 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

Henley Four Oaks Caravan Club Site
Marlow Road,
Henley-on-Thames,
Oxfordshire,
RG9 2HY

Arrival and Reception

Approach Route

- There is a barrier at the entrance of the site that opens automatically for arrivals
- Access onto the site is via a tarmac driveway, you need to follow the access road to the left to get to the reception building
- The reception building is on the right hand side of the road
- The ground is level in this area with hard surfaced paths linking facilities.

Parking

- A new arrival bay is set directly outside of the Reception building.
- There is space for 10 cars to park on the opposite side of the road to Reception, however there are no designated disabled bays. The ground here is stone chippings
- There are no Late Night Arrival Bays on site

Entrance into Reception

- There is a dropped kerb in front of the reception building, with a 30mm edge
- The paving slopes up to the door
- The door is 800mm wide, with a 140mm step and a 60mm sill into reception
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1240mm above ground level



Entrance into the Reception

Reception

- There is approximately 2800mm x 1400mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor and incorporates a lift up countertop
- There are items available for sale in reception
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally level throughout, apart from some gentle slopes around the play area

- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps
- There is a one way central circular road on site

Pitches

- There are 81 pitches on site, 55 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 5 hardstanding pitches that are closest to the toilet block that are recommended for people with mobility issues, the closest of which is 35 metres from the accessible toilet.
- There are also 3 grass pitches in this area
- These pitches are approximately 80 metres from 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 set to the north west of the site.
- The Accessible Toilet and Shower is accessed via a path to the side of the building, and then a ramp to the entrance, which is 1640mm wide with a barrier rail but no handrail
- The door is 840mm wide, which opens outwards over a flush threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2000mm x 2200mm
- The WC pan is left hand transfer.
- There is no drop down shower seat, however there is a moveable shower chair
- The toilet seat is 450mm above the floor level
- The clear space to the side of the toilet is 1500mm 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 950mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1250mm above floor level
- The basin taps and shower controls are fitted with level



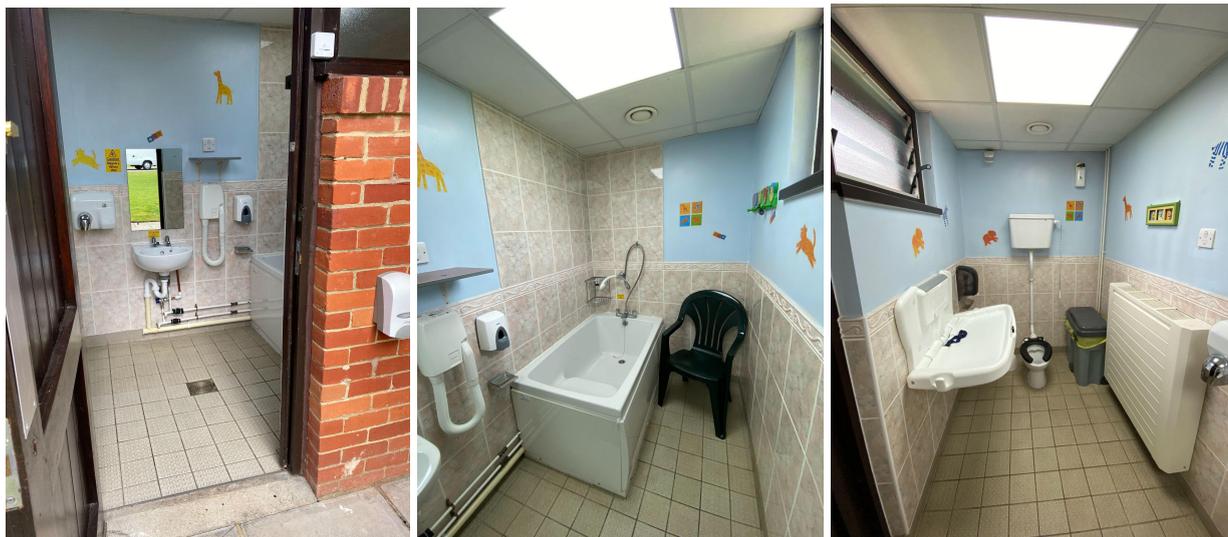
Standard Toilets and Washrooms

- There is one toilet and shower blocks to the north west of the site, which is 120 metres from reception
- Parking is available next to Toilet Block, however there are no marked bays
- Entrance doors are accessed via a paved pathway around the toilet block
- The Male and Female toilets have a 180mm step at the door
- The female area has 6 WC cubicles, 5 Shower cubicles and 7 Privacy Washbasin cubicles
- The male area has 4 WC cubicles, 3 Urinals including 1 lower urinal, 5 Shower cubicles and 6 Privacy Washbasin cubicles
- In each male and female area there is a modified WC cubicle, shower cubicle and privacy washbasin cubicle, with grab rails to assist with mobility
- Taps in each area incorporate lever controls

Baby and Toddler Room

- The baby and toddler room is accessed via a paved path at the side of the building with a double sloped area outside of the door

- The door is 750mm wide, opens outwards over a flush threshold
- There is 1300mm x 2200mm circulation space within the room
- There is a lowered WC at 330mm high
- There is a half sized bathtub with a shower above, with twist turn taps to operate
- There is a dropped down baby change table which is 800mm high
- There is lever taps to the washbasin



Other Facilities

Dishwashing – Toilet Block

- The dishwashing room is to the side of the toilet block
- The door is 800mm and opens inwards over a 50mm threshold
- Two sinks are 900mm high with 760mm knee space underneath
- One sink is 760mm high with 620mm knee space underneath
- There are lever type taps to all of the sinks



Laundry – Toilet Block

- Access to the Laundry Room via a paved footpath at the side of the building with a double slope outside of the door
- The door is 800mm wide with an inwards opening door
- There is a sloping concrete sill with 15mm weather strip
- There is only 1080mm between the sinks and machines
- There is one front loading washing machine, with coin slots at 1020mm high
- There is one top loading washing machine, with coin slots at 1070mm high
- There is one front loading tumble dryer, with coin slots at 1070mm high
- There are 2 stainless steel sinks at 900mm high with no knee space underneath
- There are lever type taps



Information Room – Adjacent to Reception

- Access via a dropped kerb with a 30mm edge, with a sloping concrete pavement to the hut
- There is a 180mm step into the hut
- There are double outwards opening doors, which open to 550mm wide on either side
- The room's dimensions are 2000mm x 1900mm
- Information is displayed between 450mm and 1200mm high, with one shelf at 940mm high
- The ceiling slopes and the beams come to as low as 1820mm high towards the back



Information Room

Service Points

- There are three Service Points around the site, please check the site map for details
- The paths around the Service Points can be as narrow as 660mm wide
- The water taps are at a maximum of 1200mm high, with cross head taps
- Chemical Waste Points can be found at the Service Point at the Toilet Block and the Service Point to the south of the site

Motorhome Waste Point

- There is one Motorhome Waste Point on site, located in a layby off of the access road
- The taps are on a 50mm kerb and are 1200mm from the kerb



Play Area

- There is a play area at the northern end of the site
- The play area can be accessed across a paved path which 1130mm wide
- There is a 900mm wide gate
- The equipment is mounted on safety flooring



Dog Area - South

- There is a dog area at the southern end of the site
- There is access to the area across an uneven grass area
- There is a 950mm wide gate with an over loop latch at 1300mm high
- The ground to the dog area is grass and uneven



Dog Area - Entrance

- There is a small dog area at the entrance of the site, accessed via the visitor car park
- There is a 1000mm wide gate to access
- The ground is grass to the dog area



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 in the visitor parking area, close to 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 stop approximately a 5 minute walk from the site, with buses going to Reading, Marlow and High Wycombe.
- There are trains that go to London Paddington from Maidenhead or Twyford Stations. Henley station is a branch line to Twyford station.

Taxi

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