

Access Information Statement

Hawes

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

This site is approached by a tarmac surfaced two-way drive that opens out to the parking areas near reception. There is no entry barrier. Visitor parking is in a large area behind the reception building, with loose stone chippings surface. There are 3 spaces for late arrivals near reception, on tarmac surfaces, with electric hook-ups.

Reception

Reception is accessed by way of a dropped kerb, and a ramped footpath at a 1:18 gradient, 1000mm wide, running parallel with the front of the building to a level landing 950mm x 1700mm adjoining the entrance door. There is a weather canopy over this footpath. The solid inward-opening door has 850mm clear opening width. A call bell is hung on the door when the warden is not on duty. Internally, there is ample space for a turning circle of 1500mm for wheelchair users. The counter has 2 sections at 1100mm height and 900mm height. The reception is not fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are 14 designated accessible pitches in total, within close proximity to the toilet block, service points and reception. There are a further 8 pitches that are suitable for ambulant disabled users, bearing in mind there are quite narrow footpaths each side. This route is not ideal for a wheelchair user. Each of these pitches has level, loose stone chippings surface, with no roll-out mat available. 5 accessible pitches are 60m to 100m from reception and 15m to 55m from the toilet block. 9 accessible pitches are 100m to 150m from reception and 10m to 40m from the toilet block. The routes are reasonably level, but with part slopes between the accessible pitches and reception at a maximum gradient of 1:15.

Circulation around the Site

The site is in a rural location, with pitches either side of the steadily inclined access road, and reasonably level tarmac-surfaced site roads are joint vehicular and pedestrian use, approximately 5m wide. The maximum gradient anywhere is approx. 1:15.

Toilet blocks

There is one centrally situated toilet block on level ground, with a dropped kerb each end of a central paved forecourt, with graded approach footpaths maximum 1:18 gradient. There is level access into each toilet. There is a tarmac pull-in car parking area in front of the toilet block, shared with motorhomes using the service point.

The **accessible WC/shower** is opened with a mortice key obtained from reception. The outward-opening door gives 850mm clear opening width. The overall dimensions are approximately 2500mm x 2050mm which is a little restricted, but the WC area can be used practically as the side transfer space shares an area with part of the level access shower.

The WC is right-hand transfer. The washbasin has lever taps, but no grab rails and is not comfortably within reach of the WC at 500mm distance. There are fixed and drop-down grab rails adjoining the WC and a red emergency pull-cord between WC and shower. The level access shower area is 1100mm square. The shower control is at 900mm height with lever taps, and a hand showerhead is adjustable from 1300mm to 1900mm height. The cubicle has a drop-down seat at 400mm height. There are fixed vertical and horizontal grab rails.

The **female WCs/showers** have level access, with an inward-opening door giving 750mm clear opening width. They have 9 WC cubicles, 1 of which has drop-down and fixed grab rails suitable for ambulant disabled people. Open area washbasins have lever taps. The area also has 7 privacy cubicles, with lever taps to washbasins, and one cubicle has a grab rail to assist ambulant disabled people. There are 6 shower cubicles, 4 of which have a 60mm step between dry and wet areas, lever shower control at 1300mm height. The shower cubicles have curtain separation between wet and dry areas. One of these 4 showers has an adjustable hand shower with height adjustment between 1500mm and 2000mm, together with a grab rail and is signed as suitable for ambulant disabled users. 2 further shower cubicles have level access between dry and wet areas, and fixed head showers. All cubicles have a loose stool.

The **male WCs/showers** have level access, with an inward-opening door giving 750mm clear opening width. There are 4 standard height urinals, with one fixed grab rail adjoining, and 1 low urinal. Of the 5 WC cubicles, one has a drop-down and fixed grab rails for ambulant disabled users. 3 washbasins in the open area have lever taps. There are 8 privacy cubicles, all with lever taps to washbasins, and 1 with a fixed grab rail for ambulant disabled people. There are 6 shower cubicles, of similar design to female showers, 1 with a grab rail suitable for ambulant disabled users, and 2 with level access between dry and wet areas.

Other Facilities

The **laundry** is accessed through an outward-opening door giving 850mm clear opening width. Internally, there is a 1500mm turning circle for a wheelchair user. There are 2 sink units at 900mm height, with twist-grip taps. The area also has a top-loading washing machine and front-loading drier, each with rear top controls at 1000mm height and a coin slot at 1050mm height.

The **dishwashing room** has a slightly restricted 1400mm x 1700mm turning circle. There are 2 standard sinks at a 900mm height, and 1 lower sink at a 750mm height, both with lever taps.

The **drying room** outward-opening door achieves a 750mm clear opening width. Internally there is very limited space, with only 800mm to the front of the seats. There are slatted timber benches at 450mm height and coat hooks at 1600mm height.

The **baby and toddlers room** inward-opening door achieves a 750mm clear opening width. Internally, there is a 1500mm turning circle for wheelchair users. Facilities include a low child's WC, short seat bath with twist-grip taps and hand-shower, a changing surface at 550mm height and a drop-down changing surface at 900mm height, and washbasin at 750mm height with lever taps.

The **information room** is within the reception building and accessed from the footpath with dropped kerb, at the base of the ramped footpath to reception. The inward-opening door has 850mm clear opening width. Internally there is restricted space at only 1100mm from the leading edge of the door to the telephone booth. Brochures and information are available on shelves at 600mm and 1000mm high.

The **public telephones** are located in the rear of the information room, in two small booths, inaccessible to wheelchair users as the clear door opening widths are only 600mm, and internal dimensions 700mm square. The BT telephone that has a sound enhancement and a coin slot height of 1400mm.

The **water service points** are located in level, open areas.