

Accessibility Guide for Maragowan Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ maragowan@camc.com

☎ 01567 820245

🌐 <https://www.caravanclub.co.uk/club-sites/scotland/stirling/maragowan-club-campsite/>

At a Glance

Level Access

- The site is relatively level throughout, with level access to most areas

Step only Access

- There is no step only access, however the play area is accessed over grass

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

Maragowan Club Campsite
Aberfeldy Road,
Killin,
Stirling,
FK21 8TN,
Scotland

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
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by card access.
- 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 small visitor car park with space for 4 vehicles, opposite reception, however there are no disabled bays, the ground here is grass
- There is one late night arrival bay, in the car parking area

Entrance into Reception

- There is a gentle concrete ramp to enter reception, which is 1200mm wide
- There is an alternative stepped approach with 3, 120mm high steps
- The Entrance door is 800mm wide, over a level threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1450mm above ground level



Reception Building

Reception

- There is approximately 2200mm x 2000mm turning space, clear of the desk and furniture
- The reception desk is set 870mm above the floor with no dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 99 pitches on site, 97 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 4 hardstanding pitches between 8 and 50 metres from the toilet block, and approximately 200 metres from the reception, which may be suitable for those with accessibility needs

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 centre of the site.
- The accessible facilities are accessed via dropped kerbs to the front of the building
- The door is 850mm wide, over a level threshold, however it does open inwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2800mm x 2200mm
- There is a pull cord light switch, which hangs at 900mm high
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 470mm, and the shower seat is 400mm 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 1000mm high

- The shower head is fitted on a sliding rail, which is a minimum of 1400mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block in the centre of the site
- There is no parking available near the toilet block
- Entrance doors are accessed by a paved area, which is accessed via dropped kerbs
- The female area has 6 WC cubicles, 6 Shower cubicles and 8 Privacy Washbasin cubicles
- The male area has 6 WC cubicles, 4 Urinals including one lower Urinal, 6 Shower cubicles and 6 Privacy Washbasin cubicles
- There is a modified WC, Shower and Privacy Washbasin cubicle in each area, with grab rails to assist with mobility
- The showers do include a 40mm step down into the “wet area”
- Taps in each area incorporate lever controls



Toilet Block

Baby and Toddler Room

- There is a baby and toddler room available in the toilet block
- The door opens to 750mm wide, over a level threshold and opens outwards
- There is a key required to open the door, which can be borrowed from reception.
The key lock is 1250mm high
- There is a half sized bath tub, with a shower above. There are lever taps to operate
- There is a lowered WC at 330mm
- There is a drop down baby change unit at 1000mm high
- Lever taps are fitted



Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area around the toilet block
- There is a covered walkway, with level access and approach to the Dishwashing room
- The door opens to 850mm wide, over a level threshold and opens inwards
- The room's dimensions are 1500mm x 2300mm, however it does narrow to 900mm wide between the sinks
- There are 3 sinks at 890mm high with no kneespace underneath
- Lever taps available



Laundry – Toilet Block

- Level access via paved area around the toilet block
- The door is 850mm wide over a level threshold, and opens inwards
- There is 2300mm x 2300mm manoeuvring space
- There is one front loading washing machine and one front loading tumble dryer
- There are 3 sinks at 880mm high with no knee space below
- Lever taps fitted



Laundry Room

Play Area - Opposite Toilet Block

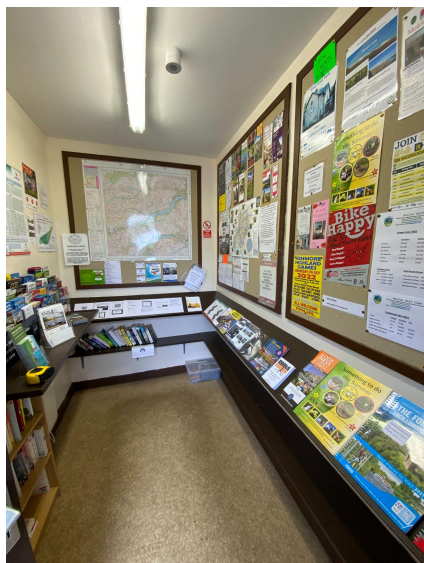
- There is access to the play area via grass
- There is no gate
- The play equipment is mounted on a mixture of grass and safety flooring



Information Room – Adjacent to Reception

- Access via the paved area around reception

- The door opens to 800mm wide over a level threshold, and opens inwards
- The room's dimensions are 1400mm x 2400mm
- Information is displayed between 480mm and 1200mm high



Service Points

- There are Service Points at intervals around the site, please check the site map for details
- All of the service points are on concrete settings, with level access from the adjacent roadways
- The paths around the Service Points can be as narrow as 670mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Waste Points can be found at some of the service points, please check the site map for details



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located opposite the toilet block
- The taps are mounted on a 140mm high kerb and are a further 800mm 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 with in the car park 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 to Callander, with a stop approximately a 10 minute walk from the site

Taxi

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