

Accessibility Guide for Pandy Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ pandy@camc.com

☎ 01873 890370

🌐 <https://www.caravanclub.co.uk/club-sites/wales/monmouthshire/pandy-caravan-club-site/>

At a Glance

Level Access

- The site is generally level throughout

Step only Access

- The reception, laundry room and the male and female facilities have step

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

Pandy Caravan Club Site

Pandy,

Abergavenny,

Monmouthshire,

NP7 8DR, Wales

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 space for 4 cars to park opposite Reception, however there are no disabled bays. The ground in this area is tarmaced
- There are no late night arrival bays

Entrance into Reception

- There is a kerb up to the pavement around reception
- The entrance door is 940mm wide with a 105mm step up and a 45mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1600mm above ground level



Reception

- There is approximately 2800mm x 1200mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor and incorporates a lift up countertop
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout however there is a gradient at the access drive where it meets the road
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 50 pitches on site, 30 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 9 pitches within 50 meters of the toilet block

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 towards the east of the site
- The toilet block is accessed via the paved area around the toilet block, which can be accessed via a dropped kerb
- The door is 950mm 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 2000mm x 3400mm
- The WC pan is left hand transfer.
- There is no wall mounted drop down shower seat
- The toilet seat is 430mm high
- The clear space to the side of the toilet is 1300mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The WC Pan is fitted with grab rails to assist transfer
- Shower controls are 900mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1150mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block on the east of the site
- There is no parking is available next to Toilet Block

- Entrance doors are accessed by a paved area, which is accessed via dropped kerb
- The entrance doors to the male and female areas have a 150mm step in to them
- The female area has 4 WC cubicles, 4 Shower cubicles and 4 Privacy Washbasin cubicles
- The male area has 3 Urinals, 3 WC cubicles, 3 Shower cubicles and 4 Privacy Washbasin cubicles
- There are no modified cubicles within the male and female areas for those with mobility issues
- Taps in each block incorporate lever controls



Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area
- The dishwashing area is in a covered area with no doors
- There are 2 sinks at 900mm high with no kneespace below
- Lever taps available
- There is a light switch on the wall at 1300mm high



Laundry – Toilet Block

- Level approach via paved area
- The door is 850mm wide with a 150mm step in, the door is also heavy to open
- The room has 2100mm x 2200mm maneuvering space
- There is one washing machine and one tumble dryer, both are front loading
- There are 2 sinks at 900mm high with no knee space below
- Lever taps fitted



Information Room – Near the Toilet Block

- The information room is approximately 40 meters from the toilet block
- There is a 60mm external step to the information room
- There is a double door, each side opens to 700mm wide
- The room's dimensions are 2300mm x 2300mm



Dog Walk

- There is a dog walk to the south of the site
- The dog walk is accessed via a large gate

- The ground to the area is grass and mud and has uneven footing



Service Points

- There are Service Points at intervals on site, check the site plan for details
- The service points are on concrete settings
- The path around the Service Point can be as narrow as 700mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Waste Points can be found here too



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the service point at the east of the site



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 opposite 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 service approximately a 5 minute walk from site, with buses to Abergavenny and Hereford

Taxi

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