

Accessibility Guide for Slinfold Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ slinfold@camc.com

☎ 01403 790269

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

At a Glance

Level Access

- There is a small step up into the Reception and Information Room

Step only Access

- The Reception and Information Room have step only access

Accessible Toilets and Showers

- There are no toilet facilities on site

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

Slinfold Caravan Club Site
Spring Lane,
Slinfold,
Horsham,
West Sussex,
RH13 0RT

Arrival and Reception

Approach Route

- Access onto the site is via a hard surfaced driveway
- The reception building is on the left hand side when you enter the site
- There is no barrier at the site entrance
- The ground in this area can be uneven and muddy

Parking

- A new arrival bay is set within a few metres of the Reception building.
- There is no visitor parking available on site
- There are no late night arrival bays

Entrance into Reception

- The route to reception has varying gradients, but with no kerbs
- The Entrance Door is 700mm wide with a 90mm step up plus a 20mm weather bar
- The entrance door is not power assisted, and opens outwards
- There is a call bell to the left of the door, at 1400mm high



Reception

- There is limited space internally, approximately 950mm x 1750mm turning space, clear of the desk and furniture
- The reception desk is set 960mm above the floor with no kneespace or dropped section
- The desk is not fitted with a hearing loop
- There is some visitor information in the reception area on shelves at 810mm and 920mm high



Getting around the Site

- The site is level throughout, as it is a small site
- Pedestrians share vehicle routes which have a firm surface but have some wear in areas. There is a speed bump close to the entrance of the site, with no space to the side for anyone in a wheelchair



Pitches

- There are 33 pitches on site, 21 of which are hardstanding
- Roll out mats are not provided
- There are 2 recommended accessible pitches, these pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- The accessible pitches are 35 meters from reception, 30 meters from the information room and 10 meters from the service point

Toilets and Changing Facilities

- There is no Toilet Block or toilet facilities on site

Information Room – Adjacent to Reception

- Access via the tarmaced area around reception, which does slope up
- The door is 700mm wide with a 100mm step up, plus a 20mm weather bar
- The room is very small, with dimensions of 1300mm x 1060mm, but narrows to 500mm wide in front of the display cabinet
- Information is displayed on a shelf at 990mm high
- There is also a Defibrillator in the room at 1500mm high



Dog Walk

- There is a dog walk which is accessed at the far end of the site
- There is a gate with a handle at 1250mm high
- The gate is accessed via a grass area
- The dog walk itself has natural footpaths which can be narrow in parts



Service Points

- There are two Service Points on the site, please check the site map for details
- The service points have water taps and bins at them
- All of the service points are on concrete settings with level access from the roadway
- The paths around the Service Points can be as narrow as 700mm wide
- The water taps are at a maximum of 900mm high, with cross head taps
- Chemical Waste Points can be found here too, with taps at 1200mm high



Information

Written Information

- A Large print version of the site leaflet is available from Reception
- 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 site entrance 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 from the end of the road, with buses to Crawley, Horsham and Guildford

Taxi

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