

Accessibility Guide for Tewkesbury Abbey 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/gloucestershire/tewkesbury-abbey-caravan-club-site/>

At a Glance

Level Access

- The site is generally level throughout, with level access to most facilities

Step only Access

- The reception and information room have a large set of stairs to access

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

Tewkesbury Abbey Caravan Club Site
Gander Lane,
Tewkesbury,
Gloucestershire,
GL20 5PG

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 fob 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 no visitor parking on site, visitors are asked to park in the neighbouring car park which is 50 metres from reception
- There is a late night arrival bay in the new arrival area

Entrance into Reception

- The reception is on a first floor level due to flood risk, the access is up two sets of stairs
- There is a dropped kerb to the first set of steps, with a call button at 900mm high here to ask for assistance
- There is a 120mm step up to the reception threshold
- The Entrance door is 800mm wide
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance on the first floor landing, this is 1200mm high



Stairs to reception

Reception

- There is approximately 3700mm x 4500mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor without a dropped section
- The desk is not fitted with a hearing loop
- There are some items available for sale between 600mm and 1650mm high



Getting around the Site

- The site is generally set relatively level throughout but does slope towards the toilet block
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps. The speedbumps all have an 800mm gap in the middle to allow any wheelchair users to pass through.

Pitches

- There are 138 pitches on site, 50 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 hardstanding, paved pitches, grass pitches and hardstanding gravel chipping pitches available.

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 middle of the site.
- The toilet block is raised due to flood risk
- The toilet block is accessed via a ramp to the rear of the toilet block, or via wide steps, which lead to a decking walkway. The accessible toilet is on the opposite side of the block from the access ramp.
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2700mm x 2500mm
- The WC pan is left hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 480mm, and the shower seat is 450mm above the floor level
- The clear space to the side of the toilet is 1150mm 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 1100mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block to the middle of the site
- The toilet block is raised to a first floor level due to flood risk on site, there is a ramp and a wide set of steps to access
- The toilet block is surrounded by a decking walkway with a handrail
- The male and female areas both have two doors to go access, which are 700mm wide and are heavy to open
- The female area has 9 WC cubicles, 9 Shower cubicles and 6 Washbasin Privacy cubicles
- The male area has 5 Urinals, including 1 lower urinal and 1 urinal with handrails, 6 WC cubicles, 9 Shower cubicles and 6 Washbasin Privacy cubicles
- Both male and female areas have a modified WC cubicle, privacy washbasin cubicle and shower cubicle with grab rails to assist mobility
- Taps in each area incorporate lever controls



Ramp to Toilet Block

Family Washroom

- There is a family washroom the toilet block, at the same end as the accessible toilet
- A key can be borrowed from reception to access the room
- The door is 850mm wide over a level threshold
- The room's dimensions are 2700mm x 3100mm
- There is a half sized bathtub with shower above with twist turn taps to operate
- There is an accessible shower with handrails, with shower controls 1100mm high and a shower head a minimum of 1300mm high
- There is a WC at 480mm high
- The basin has lever type taps



Unisex Toilets

- There are 2 standard unisex toilet cubicles and 2 standard unisex shower cubicles
- These are located at the back of the reception building, and are open during the busy season
- The unisex toilets are accessed via two flights of stairs with a single step at the threshold
- There are 2 privacy cubicles with washbasins with lever taps

Other Facilities

Dishwashing – Toilet Block

- The dishwash area is at the side of the toilet block
- The door opens to 730mm wide over a level threshold
- The room's dimensions are 1500mm x 4000mm
- There are 4 sinks at 850mm high with 550mm kneespace underneath
- Lever taps available



Laundry – Toilet Block

- The Laundry room is located at the rear of the toilet block
- The door is 750mm wide over a level threshold, however it is heavy to open
- The room's dimensions are 3400mm x 1600mm
- There are 2 front loading washing machines and one front loading tumble dryer
- There are 3 sinks at 850mm high with 550mm knee space below

- Lever taps fitted



Information Room – Adjacent to Reception

- Access via the stairs to access the reception
- There is a 120mm step into the door externally, and a 45mm step internally
- The door is 850mm wide and opens inwards
- The room's dimensions are 2500 x 1900mm
- Information is displayed between 900mm and 1600mm 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 adjoining roadway
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Waste Points can be found at two of the service points, and one at the rear of the toilet block



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the toilet block
- This has a drive-over grate
- The taps are 1250mm above the ground



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 stop 4 minutes from the site with buses towards Cheltenham, Northway and Gloucester

Taxi

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