

Accessibility Guide for Troutbeck Head Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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☎ 017684 83521

🌐 caravanclub.co.uk/club-sites/england/lake-district/cumbria/troutbeck-head-caravan-club-site/

At a Glance

Level Access

- The site slopes gently but has lots of areas that are level.
- All areas have level access in at least one area except the Glamping Cabins
- There is one universally accessible Glamping Pod

Step only Access

- Glamping Cabins
- Glamping Pods

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in Toilet Block B.
- There is a Family washroom available in Toilet Block B.

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

Troutbeck Head Caravan and Motorhome Club Site,
Troutbeck,
Penrith,
Cumbria,
CA11 0SS

Arrival and Reception

Approach Route

- The approach is a two way tarmac driveway, with a parking area before the entrance into the site.
- 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.
- Reception is within 30m of the parking area, on the left hand side.

Parking

- There are 2 New Arrival Lanes within 30m of reception
- 12 standard parking bays for visitors, 1 disabled bay and 1 motorbike bay are within 30m of reception. There are also 9 temporary parking bays that turn into Late Night Arrival bays after 8pm.
- There are 2 late arrival bays next to the visitor bays, with access to an electric connection charging bollard.

Entrance into Reception

- There are two entrances into reception, one with a ramp set at a low gradient, accessible via a dropped kerb just past the barrier the other with two steps up. The ramp has a single handrail.
- The entrance door is 800mm wide and there is a 30mm threshold
- The entrance door is not power assisted, and opens inwards



Reception

- There is approximately 1250 x 2000mm space in front of the reception desk
- The reception desk is set 870mm above the floor.
- The desk is not fitted with a hearing loop



Getting around the Site

- The site slopes gently throughout, however there are many areas of level ground
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps
- There are a few steep inclines on the site, including the road up to the Glamping Pods and Cabins and the path between pitches 81 and 82 up to Toilet Block B.

Pitches

- There are 156 pitches on site, all of which are hardstanding (Loose Stone Chippings)
- Roll out mats are not provided
- There are 14 accessible pitches, 7 of which are fully serviced. These are within 85m of Toilet Block A and Reception. Toilet Block A does not have a Designated Accessible Toilet and Shower (see below for details)
- There are 2 accessible pitches in between the two toilet blocks, which are within 50m of either toilet block. These are within 85m of reception.
- There are 5 accessible pitches that are next to Toilet Block B. These are within 30m of Toilet Block B, however are between 140m and 200m away from reception.

- Nearest pitches to toilet blocks – 10 metres
- Nearest pitches to Reception – 20 metres
- Pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.

Toilets and Changing Facilities

Accessible Toilets and Bathing facilities – Toilet Block A (Adjacent to Reception)

- **There is no Accessible Toilet and Shower in Toilet Block A**
- There is a modified general use toilet cubicle in both the Male and Female toilets with hand rails for assistance
- There is a modified general use shower cubicle in both the Male and Female toilets with hand rails for assistance
- There is a Baby Changing facility in Toilet Block A, with a half sized bath.

Accessible Toilets and Bathing facilities – Toilet Block B (Next to Pitch 133)

- A combined Accessible Toilet and Shower cubicle is available within Toilet Block B
- The cubicle door is 800mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be loaned from Reception
- The cubicle's overall dimensions are 2400 x 2300mm
- The WC pan is right hand transfer
- The shower seat is left hand transfer
- The toilet seat is 490mm above floor level, and the shower seat is 500mm above 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 position and WC Pan are fitted with grab rails to assist transfer
- Shower controls are set within 960mm off floor level
- The shower head is fitted on a sliding rail, which is a minimum of 1280mm above floor level
- The basin taps and shower controls are fitted with lever taps



Standard Toilets and Washrooms

- There are two toilet and shower blocks, one sited close to reception (Toilet Block A) and the other next to pitch 133 (Toilet Block B)
- There is car parking outside both toilet blocks
- There are dropped kerbs at either side of the main entrances to the toilet blocks
- Each female area has 5 toilets, 5 shower cubicles and 3 washbasin privacy cubicles
- Each male area has 3 urinals, 4 toilet cubicles, 5 shower cubicles and 4 washbasin privacy cubicles
- There is a modified cubicle to each male and female area, one shower, one toilet and one washbasin privacy cubicle. These are fitted with an outwards opening door and grab rail.
- Taps in each block incorporate lever controls



Entrance to both toilet blocks is via a dropped kerb, Toilet Block B can also be accessed via a sloped pathway at the back.

Other Facilities

Dishwashing – Toilet Block A

- Level approach on bricked pavement, access via a dropped kerb
- The door opens to 750mm wide, with a hook on the outside to hold it open
- 850mm high worksurface with 560mm clear space underneath
- Lever taps
- The width of the room narrows to 850mm



Dishwashing – Toilet Block B

- Level approach on bricked pavement, access via a dropped kerb
- The door opens to 750mm wide, with a hook on the outside to hold it open
- 850mm high worksurface with 560mm clear space underneath
- Lever taps
- The width of the room narrows to 850mm



Laundry – Toilet Block A

- Access through the main entrance of the toilet block
- Main entrance doors are double doors that open to 1500mm wide
- The door to the laundry room opens to 850mm
- 2 washing machines and 2 tumble dryers, all on ground level
- 5 sinks at 850mm high with a countertop of 550mm deep.
- Lever taps fitted



Family Washroom - Toilet Block B

- Access through the main entrance of the toilet block
- Main entrance doors are double doors that open to 1500mm wide
- Door opens to 750mm wide
- Level access over a level threshold
- There is a code to access the family room and the code pad is at 1650mm
- Half sized bathtub with a manual shower, this has twist taps
- Full sized shower with lever controls at 960mm from the floor
- Drop down Baby Changing unit at 1000mm
- Toilet seat is at 430mm
- Sink has a lever tap

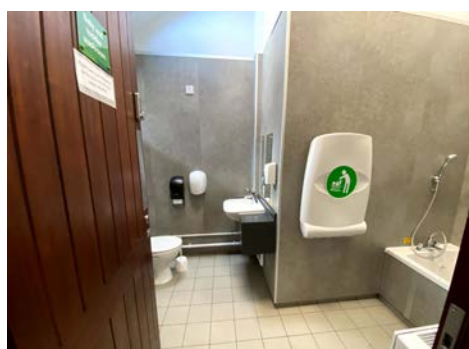
Baby Changing – Toilet Block A

- Access through the main entrance of the toilet block
- Main entrance doors are double doors that open to 1500mm wide
- Door opens to 750mm width
- Level access over a level threshold
- Half sized bathtub with twist taps
- Drop down Baby Changing unit at 1170mm
- There is limited space to maneuver as the room narrows to 1150mm wide in parts



Baby Changing – Toilet Block B

- Access through the main entrance of the toilet block
- Main entrance doors are double doors that open to 1500mm wide
- Door opens to 750mm width
- Level access over a level threshold
- Half sized bathtub with twist taps
- Drop down Baby Changing unit at 1170mm
- There is limited space to maneuver as the room narrows to 1150mm wide in parts



Information Room and Recreation Room – Opposite Reception

- Level access at one entrance over a paved footpath
- Access via a small ramp at the other entrance
- Both doors open to 750mm wide and open inwards
- The room has good space inside to maneuver

Chemical Toilet Emptying Point – Toilet Block A

- Level access

- The door opens to 750mm wide
- The room itself is small - only 800mm floor space

Chemical Toilet Emptying Point – Toilet Block B

- Level access
- The door opens to 750mm wide
- The room itself is small - only 800mm floor space

Service Points

- Located at regular intervals around the campsite - check the site map for details
- Level access to roads
- Narrow access to some service points, as narrow as 700mm in some points
- Chemical Waste Service Points can be found at regular intervals



Children's Playground

- The children's playground is located just behind the information room and recreation room building
- There is level access however the ground is grass
- There is a range of playground equipment mounted on woodchip flooring



Dog Pit Stop

- There is a dog pit stop close to the entrance of the site, not accessible via hard paths
- There are two dog walks at either end of the site

Onsite Accommodation

- **There is a range of onsite accommodation available to book to stay in. The details of each are below.**

Glamping Pods

- 2 Glamping pods are situated to the south of the site
- 1 Universally Accessible Glamping pod situated here as well
- Accessed by tarmac roads
- Designated parking spaces outside of each pod and cabin, including an accessible space for the Universally Accessible Glamping Pod
- There are 3 steps up to each pod, and a ramp on a low gradient to the Universally Accessible Glamping Pod
- Lever controls to bathroom and kitchen taps
- Entrance doors are 830mm wide over a 70mm threshold.
- Corridors within can be as narrow as 430mm.
- The bathroom has very narrow walkways - it can only accommodate one adult at any time.
- Each Pod has its own BBQ and Picnic bench outside of the front of it



Access to the Glamping Pods is via a gravel parking space and up three steps



The corridor to the kitchen and bathroom is very narrow as can be seen in the left of the photos.



With all of the beds pulled out there is limited moving space.



The main double bed is a “Pull Down” with the handle for this at 2meters high. The bed requires a reasonable amount of effort to pull out.



Floorplan of the Glamping Pod in both daytime and nighttime layouts.



The bathroom inside the Glamping pods is very narrow

Universally Accessible Glamping Pod

- There is 1 Universally Accessible Glamping Pods situated to the south of the site
- This is accessed by tarmac roads
- The pod has its own designated parking space directly outside of the pod, this is paved.
- There is a ramp that is 1120mm wide with a low gradient leading up to the pod
- Entrance door is 900mm wide over a level threshold.
- Walkways are 950mm at the smallest point
- The door to the bathroom is 900mm wide
- The bathroom is a wetroom, with dimensions of 1950mm x 1900mm
- There is an emergency pull cord in the bathroom and next to the bed
- The toilet and the shower seat are both 460mm above the ground
- The shower controls are 910mm above the ground
- The sink in the bathroom is 720mm above the ground with clear space underneath
- Lever taps in bathroom and kitchen
- The sink and the hob are 830mm from the ground, the microwave is underneath the hob.
- There is 185mm deep knee space underneath the sink to allow easy access to washing up
- The bed has two separate mattresses, both of which have settings that can be controlled by remotes attached to the bed.
- Each mattress is 1980mm long, 920mm wide and the bed is set 600mm off of the ground (including the mattress height)
- All lightswitches are 1050mm off of the ground
- The blinds are controlled by remote control
- There is an adapted picnic bench outside of the pod.



Floorplan of the Universally Accessible Glamping Pod



Entrance into the Universally Accessible Glamping Pod is via a bricked parking space and a shallow ramp



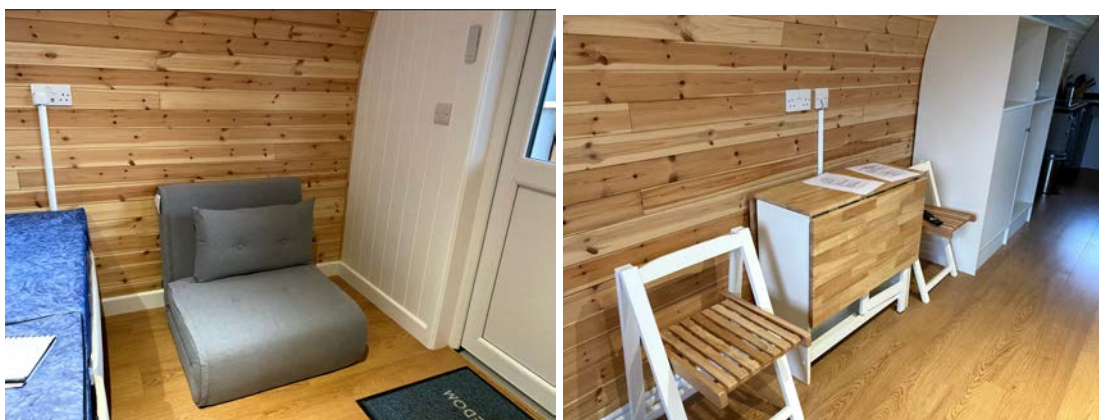
There is a modified picnic bench outside of the pod



The front door has a level threshold.



The bed is immediately accessible through the front door, and each half of the mattress is adjustable via a remote control just above the bed. There is also an emergency pull cord next to the bed.



There is a futon that can be used as a bed and a fold out table available for meals in the front section of the pod.



The access to the kitchen and the bathroom is wide and all of the appliances are at a lower level.



The bathroom is at the back of the pod and is a wet room with plenty of turning space.

Glamping Cabins

- There are 5 Glamping Cabins situated to the south of the site
- Designated parking spaces outside of each pod and cabin
- There are 3 steps up to each cabin
- Lever controls to bathroom and kitchen taps
- Entrance doors are 1200mm wide over a 100mm threshold that you must step over
- The kitchen counters are 920mm high, with cupboards underneath so no knee space
- The hob is placed over the oven at 920mm high
- The microwave is 1430mm high, placed adjacent to the upper cabinets
- Walkways within become as narrow as 690mm.
- The door to the bathroom is 550mm
- The bathroom has is narrow, approximately 1000mm wide but narrows to 560mm where the sink is placed
- The shower is 720mm x 980mm
- There are 6 wide ladder steps up to the mezzanine level (steps are 145mm deep, with a 240mm step up) and a small landing at the top of the ladder which is 560mm x 560mm
- The space between the mezzanine floor and ceiling is 970mm high
- The pull down bed over the dining area requires strength and control as the handle is approximately 1900mm above the floor and the bed is very heavy. It requires two hands to pull down.
- Once the bed is down it is 770mm from the ground (including the mattress)

- The pull out bed in the living area needs to be done carefully so as to not trap fingers. All cushions must come off and then the bed can be folded out.
- Once the bed is pulled out it is 450mm from the ground and there is 750mm between the bed and the counters



Floorplan of the Glamping Cabins in the Daytime Layout



Floorplan of the Mezzanine level



Floorplan of the Glamping Cabin in the Nighttime Layout



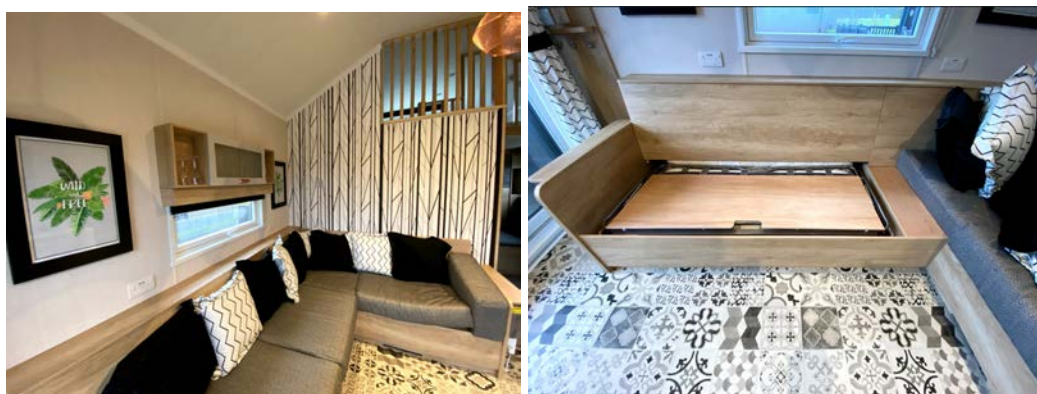
Access to the cabins is via a gravel parking space and up three steps.



Entrance to the cabin through sliding doors with a 100mm threshold.



You immediately enter into the living area, with the kitchen on the right and the sitting area on the left.



The sofa turns into a fold out bed.



There is a dining area at the back, which pulls down into a bed.



There is a ladder that goes up to the mezzanine level, where there is a further bed.



The bathroom is at the back of the cabin, and narrows to 560mm wide between the sink and the wall.

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 are two assembly points on site, one at the Late Night Arrival point and the other at the gate leading to the dog walk at the south of the site
- Please ask at reception for further details

Customer Care and Staff Training

- All on site staff have received disability awareness and etiquette training.

Public Transport

- The nearest bus stop is 1.5miles away and goes to Keswick and Penrith
- The nearest train station is in Penrith, which is 10.1miles away