

Access Statement – Windermere

Your Point of Contact

- For bookings please call 02476 475 426
- For site queries please contact 01539 821 119
- Site Page www.campingandcaravanningclub.co.uk/windermere

Your Arrival on Site

- Train station 2 miles from site. Bus stop is approx. 1 mile
- There are two brown signs off the A591, one large site sign on entrance
- One key fob operated barrier. Gates are locked between 11pm and 7am
- Overnight parking is available just outside the main site gate
- Tarmac leading to loose gravel
- The visitors parking doubles as the overnight which is 10m from the main gate
- New arrivals should pull up to reception. The surface is tarmac and it's reasonably level
- There are no designated accessible spaces but plenty of spaces a short, level distance from the reception
- There is no handrail attached to the reception wall
- There is a flat surface leading to reception

Your Check in

- The reception is clearly signed for arrivals
- Opening hours are 9am-6pm
- There is an intercom system located on the reception door which is available for arrivals until 8pm. There are no staff on duty after 8pm, although there is a phone number on the reception door for access for emergency services only
- Level concrete slabs
- Slight lip on the door
- Good clear floor space in reception
- No low level reception counter

Your Pitch

- Cars can be parked next to most pitches on site
- Four pitches close to the accessible room
- Loose, large gravel on all four pitches.
- Many level hardstanding and grass pitches are close to the site road

Your Facilities

- There is a clear, well maintained path leading to the facilities
- Access is flat and level to all facilities
- There is one semi-ambulant cubicle in both men's and ladies
- Sinks have a mixture of lever and twist taps throughout
- There are a mixture of stools and benches in all the showers
- The showers are operated by a push button in men's and ladies and a dial in the family room
- No steps into the showers
- The facility block has low level, wall mounted lights

Your Accessible Facilities

- There is a flat level concrete slab path leading to the accessible facility
- There are no handrails leading to the accessible facility
- There is flat level access in to the accessible facility
- There are handrails next to the toilet
- There is a regular size flush handle
- There is transfer space to the right of the toilet
- The wash basin cannot be reached from the toilet
- The washbasin has larger than normal lever top taps
- There is a hand dryer located in the room
- There is a low level mirror above the sink that does not extend to full height
- The shower has a number of handrails
- The shower is dial operated
- The shower is open access, not a cubicle
- The shower head is height adjustable
- The floor is nonslip
- There is no hair dryer
- There is an emergency cord next to the toilet and in the shower. Both can be reached from the floor
- The emergency alarm can't be heard from staff pitches or reception
- The accessible room can't be accessed with a RADAR key

Your Laundry and Food Preparation Areas

- The laundry and food preparation areas both have level access
- The approach path is tarmac
- The taps are screw top
- The washing machine is front loading and can be reached from the floor
- The tumble dryers are front loading and can be reached from the floor
- There is a wall mounted iron
- There is a wall mounted ironing board
- There are both indoor and outdoor washing up facilities with screw taps
- There is one low level sink in the indoor washing up area

Your Recreational Areas

- There is an indoor recreation area
- There is flat level access to this area
- There are no steps leading to the indoor recreational area
- There is freestanding chairs only
- There is an outdoor children play area
- This is accessible over a gravel path
- There is no seating overlooking the play area
- The play area has a rubber surface with no raised edge
- This entire area is fenced in

Waste, Fire and Evacuation

- Some refuse areas have a slight concrete ramp leading up to them
- There are no steps of kerbs restricting access to the refuse areas
- There is a waist high fence either side of the entrance ramp which may be used as a handrail and a fence surrounding the compound
- All bins are waist level
- There is a fire triangle located at all water points which has unrestricted access over grass
- The firefighting equipment is accessed over grass
- The assembly points are located in the main car park which is tarmac and the other is near to facility block 3 CDP also on tarmac
- Campers are briefed about the assembly point on arrival. There are clear signs

Miscellaneous Information

- There are speed bumps along the main site road
- At night there is low level lighting on the outside of all blocks and the rest of the site is dimly lit by hook-up bollards
- The main reception car park can hold about eight cars
- The overnight carpark can hold at least six cars
- There are a very small number of benches dotted around the site

Ready Camp

- There is one car parking space next to each unit. Other cars must be parked next to reception
- There are no designated paths leading to the units, access is all over grass
- There is one step up to all units
- Further information can be found at www.readycamp.co.uk

Camping Pods

- The pods are located on a grass surface
- Each pod has a single step up