

Access Statement – Hereford

Your Point of Contact

- For bookings please call 02476 475 426
- For site queries please contact 01432 890 243
- Site page www.campingandcaravanningclub.co.uk/hereford

Your Arrival on Site

- The bus stop is approx. 350m from the site and it is 6.5 miles to the nearest train station located in Ledbury
- There is one brown sign off the A438 “The Millpond” and one large site sign at the entrance
- The barrier is locked by staff at 11.00pm and unlocked at 7.00am
- Ring the doorbell for out of hours service
- The approach road is laid to tarmac
- When site barriers are locked overnight, car parking is available next to reception
- New arrivals should pull up to the flag pole on the left, opposite reception and you will exit your vehicle onto a level tarmac surface
- There is no designated accessible parking, but plenty of space close to reception
- There is a handrail next to the step leading to reception
- There is a step to reception onto the decking area
- There is ramp access to reception for wheelchair users

Your Check in

- The reception is clearly signed for arrivals
- Opening hours are 9.00 - 10.30am then 1.00 - 4.00pm
- Please ring the bell on the reception door for staff
- The decking area is level from the step and a slight incline from the ramp access
- There is a slight lip on the floor into and out of reception
- There is good clear floor space in reception
- There is one low level reception counter

Your Pitch

- One car may be parked next to all pitches on site
- There are 3 hardstanding pitches close to an accessible facility
- All hardstandings have loose 14mm decorative stone
- There are many level hardstanding and grass pitches close to the facility block
- The site has a mixture of level and slightly sloping pitches

Your Facilities

- There is a clear gravel and tarmac path leading to the facilities
- There is a door lip on the floor of the ladies, and a step up into the gents
- There is a ramp leading to the facility block, which is only a gentle incline
- There is level access to the facility block
- There are no semi-ambulant cubicles in the facility block
- There are a mixture of level and screw taps in the ladies and lever taps in the gents
- There are stools provided in all shower cubicles
- All showers are operated by a push button and temperatures cannot be adjusted
- There is a step up into all showers
- The facility block has lighting all round at night
- There is only one facility block on site
- There are hand rails in each shower cubicle
- A hair dryer is provided in both the ladies and the gents

Your Accessible Facilities

- There is a flat tarmac roadway leading to the accessible facility
- There is a handrail on the left as you approach the accessible facility up a gentle sloping ramp
- There is flat level access in to the accessible facility
- The toilet has handrails
- The toilet has a large flush handle
- There is space to the right of the toilet
- The washbasin cannot be reached from the toilet
- The washbasin has larger than normal lever type tap
- There is a hand dryer
- There is a mirror but not full length
- There are handrails next to the shower
- The shower is a dial operated one
- There is open access to the shower
- The shower head height is adjustable
- The floor is non-slip
- A hair dryer is provided
- There is an emergency chord in between the toilet and shower
- It can be reached from the floor
- The alarm can be heard from the site teams pitch
- The alarm can be heard from Reception

Your Laundry and Food Preparation Areas

- There is good level access to these areas
- The surface is a mixture of tarmac, concrete and decking
- The taps are screw top
- The washing machines are front loading and both can be reached from the floor
- The tumble driers are front loading and can be reached from the floor
- The tumble driers are not stacked
- There is a wall mounted iron
- There is a wall mounted ironing board
- There are outdoor washing up facilities available
- All washing up sinks have screw top taps
- There is an outdoor dryer area with one rota dryer

Your Recreational Areas

- There is no indoor recreation area
- There is no outdoor children's play area, but we do have a playing field for ball games etc

Waste, Fire and Evacuation

- There is flat level access leading to the refuse area
- There is a tarmac surface to the refuse area
- There are no steps or kerbs restricting access to the refuse area
- There are no handrails leading to or within the compound
- All waste containers are full height industrial 1100L units
- There is a rotary bell located at all water points
- The fire fighting equipment is accessed over grass
- The assembly points are located in the main car park laid to tarmac and the double layby at the entrance to the site, also laid to tarmac
- The assembly points are included in the welcome leaflet information

Miscellaneous Information

- There are no speed bumps on the site roads
- At night the facility block is lit up by wall lights and sensor lights, and the pitch areas have low level lighting from bollards
- The main Reception and overnight car park can hold at least 10 cars
- There are 2 benches located around the lake and one bench in the small dog walk