

Club Sites Access Statement

Hertford Access Statement

At the Camping and Caravanning Club, we are committed to creating great experiences for all our guests and ensure everyone is made to feel welcome.

This access statement provides full access information about our site and its facilities for all guests who wish to stay at Hertford.

If you require any further information or wish to book online, please visit:
www.campingandcaravanningclub.co.uk/hertford

For telephone bookings please call our UK Service Centre on 02476 475426
Opening hours: 8:00am – 5:30pm, Monday to Friday, Closed 10:00am – 11:00am on
Wednesday
Saturday: 9:00am – 1:00pm from January to August



Site Contact Details

Hertford Camping and Caravanning Club Site
Mangrove Road (Not Ball Park), Hertfordshire, SG13 8AJ

01992 586696



About Hertford

Located on the outskirts of the county town of Hertfordshire, our Hertford Club Site is a spacious, quiet campsite, open all year round. Near to Balls Park. Rail link to London

Despite being a large site, it has both spacious and secluded pitches, which are mostly flat.

We have different pitch types available. Hardstanding with Electric, Grass with Electric, Jumbo grass with electric and Grass only.

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We have several masks which provide phone coverage

There is no pay phone on site

The site has good signal strength for Television across the site

We have good Wi-Fi Coverage



Your Arrival on Site

The nearest train station is 1.5 miles from site. The nearest bus stop 1.5 miles from site.

There is one small brown sign on the A414 to Hertford, one large site sign on entrance.

One keypad operated barrier that is automatic on exit. It's locked between 11pm and 7am. Out of hours instructions are clearly visible next to the reception door.

Overnight parking for cars is available just outside the main site gate.

There is tarmac from the roadway to site entrance.

The visitors parking doubles as the overnight which is just outside the main site gate.

The main reception car park can hold at least ten cars.

The overnight car park can hold at least ten cars; there is not sufficient room for caravans or motorhomes to park overnight.

New arrivals should pull up to the please stop here sign before the barrier. The surface is tarmac and its level.

There is no designated accessible parking near to reception.

There is no handrail attached to the reception wall.

No steps leading to reception, flat level paving slabs.

A hedge lines the path to reception.



Your Check In

The reception is clearly signed for arrivals.

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The opening hours 9am-10:30am then 4pm-6pm.

There is clear signage on the reception door with an emergency contact number to an on-duty team.

There are level concrete slabs leading to reception.

Slight lip on the door when entering reception.

Clear floor space in reception, narrow floor space around the counter not suitable for wheelchairs.

There is no low-level reception counter, but a member of staff will leave the office if required.



Your Pitch

Cars can be parked next to all pitches on site

There are at least 33 hardstanding pitches close to a facility block.

Loose, large gravel on all hardstanding pitches.

There are 3 hardstanding pitches and 8 grass pitches near the accessible facilities.



Travelling Around Site

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.

There are a small number of benches dotted around the site.



The Facility Block

There is a clear, well-maintained path leading to the facilities.

There are no steps to the front of the facility blocks, there is a step from the side entrance on both the gents & ladies.

There are level paving slabs leading to the facilities with a very slight slope.

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There is level access to the family room.

There are no semi-ambulant cubicles in the men's and ladies.

All sinks have Push down taps throughout except for the family room that has a mixer tap.

There are fold down seats in all showers.

The showers are operated by a push button in the men's and ladies; the family room has no shower facilities.

The gents and ladies showers have a level floor on entry and a small 2-inch step down into the shower tray.

The facility block is lit at night with low level wall mounted lights, inside and out.



The Accessible Facilities

There is a flat level concrete slab path leading to the accessible facility.

There are no handrails leading to the facility but there is a handrail fixed on the inside of the door as you open it.

There is flat level access into the accessible facility.

There are handrails next to the toilet.

There is no large size flush handle.

There is transfer space to the left of the toilet.

The wash basin cannot be reached from the toilet.

The washbasin has a normal lever top tap.

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.

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The floor is nonslip.

There is no hair dryer in the facility.

There is an emergency chord next to the toilet and in the shower. Both can be reached from the floor.

The emergency alarm can be heard from both staff pitches and reception.

The accessible room is kept unlocked at all times.



Laundry & Food Preparation Areas

The laundry and food preparation areas both have level access.

The approach path is concrete slabs.

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 freestanding iron board.

There are indoor washing up facilities available.

All washing up sinks has screw top taps.

There is no outdoor drying.

There is no low level sink in the indoor washing up areas.



Recreational Areas

There is no indoor recreation area.

There is an outdoor children play area.

This is accessible over grass with no designated path.

There is a single bench overlooking the play area.

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The play area has a rubber surface with no raised edges.



Waste, Water, Fire and Evacuation

There is a flat, level tarmac road leading to the refuse area.

There are no steps or kerbs restricting access to the refuse area.

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 on site are full height industrial 1100L units. 1.3m high.

There is a fire triangle located at all water points which has unrestricted access over grass.

The firefighting equipment can be found at the water points and is accessed over grass.

The assembly points are located in the main car park which is mostly tarmac with some loose gravel; the other is at the far end of the site near the facilities which is over grass.

Campers are asked to read the site leaflet on arrival which has information about the assembly points. There are clear signs in place.

Although we have tried to be as accurate as possible and include as much detail as we can in this statement, we are always happy to give additional information on any of our Club Sites if this statement does not answer your questions. We encourage and welcome feedback so if you have any comments please don't hesitate to get in touch.



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"A large, well-maintained site managed by the friendly site team. The facilities are excellent, kept clean with plenty of hot water. A very enjoyable stay on this site."

"Lovely, warm welcome from the site team. Facilities all clean and tidy. Lovely peaceful site on the outskirts of Hertford. Will be returning."

"What a difference a few days away at Hertford can make. Away from the hustle and bustle of everyday life to wind down, listen to the birds and enjoy the calm."