

Club Sites Access Statement

Horsley 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 Horsley.

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

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

Horsley Camping and Caravanning Club Site
Ockham Road North, Surrey, KT24 6PE

01483 283273



About Horsley

Horsley campsite is located just north of the Surrey Hills on the shore of Horsley Lake.

The site offers a mixture of grass only, grass with electric and hardstanding with electric pitches.

Mobile signal is poor with O2, fair with Three and good with Vodaphone and EE. There is no payphone on site.

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Television signal is fair.

Assistance dogs are permitted in all buildings.



Your Arrival on Site

The earliest arrival time on site is strictly 1pm. Anyone arriving before this time will be asked to arrivals waiting bay to avoid congestion occurring on the approach road to site.

The Site is signed off the B2039 by brown sign on entrance down a private lane.

Arrival surface is tarmac leading to loose gravel.

There is an automatic barrier (with keypad number code). When the barriers are locked there is a small car park 10m from the main gate.

There is no designated accessible parking but there are a number of spaces a short, level distance from the reception.

There is a bus stop 0.5 miles from the site entrance on route to Guildford (limited service).

There is a railway station at Horsley, 0.7 miles from site, with services to Guildford, Portsmouth, Wimbledon and London Waterloo.

Accessible taxis have proven difficult to book within the area.



Your Check In

The reception block clearly signed and is found on the left of the entrance road in front of the lake.

Access to reception is via one step then concrete slabs with a gentle incline. There is a dropped kerb to the rear of the path for wheelchair access. There is a handrail on the opposite side of the door to reception.

There is a wide wheelchair friendly wooden door which opens inwards. There is a slight lip on the door. The floor space is free from clutter and there is ample turning room for wheelchairs.

The reception is open from 9.00am – 10.45am and 1.00pm – 6.00pm.

When reception is unattended staff are available via a doorbell at reception or via a mobile phone. The latest assisted pitching is 8pm.

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Campers may self-pitch after this time up until 11pm - instructions for this are outside of the reception block.

Staff are not on duty after 8pm but an emergency telephone number is provided for blue light emergencies after this time.

This phone number can be found printed on your Site Welcome Leaflet and is also on display of the reception door.

Details of local hospitals, doctors, dentists, and vets can be found on the noticeboard outside reception and in the Site Welcome Leaflet.



Your Pitch

Hardstanding with electricity is available close to the facility block, including accessible facilities.

The hardstanding pitches are 14-18, 21-23 & 26-28.

Campers can park on their pitch or at the side grass, weather permitting. There is a limit of 1 car per pitch. Additional vehicles can park in the visitor parking, space permitting.



Travelling Around Site

All site roads are tarmac. There is a speed limit around the site of 5 mph. There are speed bumps on some of the roads. A one-way system is in operation, and this is clearly signed.

The majority of the footpaths throughout the site are tarmac / slabbed there are two gravel footpaths.

There is one handrail on one of the footpaths.

There is no lighting on the site roads. A torch is recommended when walking around the site at night.

There are other hazards around the site such as tree stumps, large boulders, and some uneven ground.

There are water courses and some footbridges over water hazards and drainage ditches. Some of these bridges do not have a handrail but can be avoided.

There are trailing cables connecting units to their electrical supply.

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The Facility Block

There is a clear, well-maintained path leading to and around the facility block.

There is a gentle ramp leading into the blocks.

There is one step into the ladies and gents, while there is level access to the family and accessible room.

The taps are push top in the ladies, gents and family but easy turn in the access room.

The showers are push button operated with temperature control.

There are no steps in the showers. There is a fold down seat in each shower cubicle.

The facility block has automatic sensor ceiling lighting.

There is ample turning room in the ladies facilities block. There is no turning room in the gents.

There are no accessible cubicles in either the gents or ladies.



The Accessible Facilities

There is a gentle incline along a tarmac path to the accessible facilities, which are located behind the washing up area.

There are no handrails leading to the facility.

There is flat level access into the accessible facility.

The door has a wide wheelchair friendly opening door which and opens fully.

There is an emergency audible alarm call facility by way of a pull cord.

The facilities are accessed via a radar key readily available from reception. There is a large pull handle on the door.

The taps at the wash basin have larger than normal lever top taps.

The shower is open access.

The shower has a number of handrails. It is dial operated and the shower head is height adjustable.

The toilet has handrails.

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The toilet has a low-level easy cistern flush handle.

There is transfer space to the left of the toilet.

There is a hand dryer.

The washbasin cannot be reached from the toilet.

The floor is non-slip.

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

The alarm can be heard from the adjacent customer pitches.

Assistance dogs are permitted in the facility block.



Laundry & Food Preparation Areas

These areas have good level access and are in the centre of the site attached to the main facilities block.

The approach path is tarmac.

There is wheelchair turning room in the laundry but limited turning room in the dishwashing area.

The door to the laundry opens inwards and the food preparation areas is accessed via an open way.

The taps are push top.

Most sinks are 900mm high.

There are two wheelchair friendly sinks in the dishwashing area and one in the laundry area.

The washing machine is front loading and can be reached from the floor.

The tumble dryer sits on top of the washing machine and cannot be reached from the floor.



Recreational Areas

There is an indoor recreation area.

There is a slight ramp leading to this area.

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There is a slight lip leading to the indoor recreational area.

There is a variety of seating available including two leather chairs and freestanding chairs.

There is an outdoor play area.

This is situated in the middle field with access over the grass but no designated path.

Play area has rubber matting.

There are two swings, a slide and wooden castle this is not designed for wheelchair access.



Waste, Water, Fire and Evacuation

There is flat, concrete path leading to the refuse area, which is situated to the side of the main facility block.

There are no steps or kerbs restricting access.

There is a fence surrounding the compound but no handrail.

The waste containers are located on the outside of the compound and comprise 1 general waste bin 1 mixed recycling bin and 2 glass bins.

The waste containers/ bins are 4ft high with lift-up lids.

There is slabbed path access to all water taps.

There is a slabbed path access to all waste points. Wastewater carriers need to be manoeuvred over an open metal grate to be emptied.

The site has a CDP, which is situated behind the main facility block.

There is no door and limited wheelchair access.

Toilet cassettes need to be lifted approximately 2.5 ft from the floor on to a stainless-steel side shelf to be emptied.

There is a newly installed Motorhome service point within the site.

A hinged but heavy metal manhole cover needs to be lifted if the black waste CDP is needed this is by way of hand holds in the cover.

Grey waste can be discharged directly over an open grate which is wide enough for emptying on either side of the motorhome.

There are fire triangles at all waterpoints which have unrestricted access over grass.

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The firefighting equipment is accessed over grass.

Fire assembly points are in the car park (which is a tarmac road) and the other is on the side of the recreation room.

These are marked on the Site Welcome Leaflet.

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.



"This is a lovely quiet site, with numerous waterfowl on & around the lake. The facilities are excellent & kept spotlessly clean. We'll be back."



"Superb place to stay would recommend a visit. The shower block was spotlessly clean, the showers were fantastic and the staff very friendly."



"The site and facilities are always clean, neat and tidy. We had a super service pitch with the lake right in front of us and were visited by the geese and ducks most days."