

## **Access Statement – Clent Hills**

### **Your Point of Contact**

- For bookings please call 02476 475 426
- For site queries please contact 01562 710 015
- Site Page [www.campingandcaravanningclub.co.uk/clenthills](http://www.campingandcaravanningclub.co.uk/clenthills)

### **Your Arrival on Site**

- Train station 4 miles from site. Bus stop is approx. ¾ mile
- There are two brown signs off the B4551, one large & 1 small site sign on entrance
- One keypad operated barrier that is automatic on exit. It's locked between 11pm and 7am
- Overnight parking is available just outside the main site gate
- Approach road is tarmac
- The visitors parking doubles as the overnight which is 10m from the main gate
- New arrivals should pull up to 'stopline' marked on the left in the car park, the surface is concrete/ tarmac and it's reasonably level
- There are now designated spaces but plenty of spaces a short, level distance from the reception
- There are no handrails attached to the reception wall
- No steps but a gentle incline
- Potted plants along the path

### **Your Check in**

- The reception is clearly signed for arrivals
- 9am-10:30am then 4pm-5pm
- There is a bell located on the reception door which is connected to an on duty team member from 8.30am until 8pm, outside these hours there is an emergency phone number
- Level concrete slabs
- Slight lip on the door
- Good clear floor space in reception
- No low level reception counter, but clipboards are available

### **Your Pitch**

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

### **Your Facilities**

- There are two clear, well maintained paths leading to the facilities
- Two small steps to the rear of the facility block, but level from the front
- There is a gentle ramp leading in to the blocks
- There are steps in to the ladies and gents, step to the family room and level access to the accessible room
- There is one privacy cubicle in the men's and six in the ladies
- All sinks have screw taps throughout
- There are stools in all the showers
- The showers are operated by dials in both the men's and ladies, the family room has a large sink, baby changing facility but no shower or toilet
- The showers have a very slight slope
- 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 no transfer space to the left of the toilet
- The wash basin cannot be reached from the toilet
- The washbasin has normal lever top taps
- There is no hand dryer located in the room, paper towels provided
- 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 chord next to the toilet but not in the shower. It can be reached from the floor
- The emergency alarm can be heard from both staff pitches but not reception
- The accessible room is left unlocked at all times

### **Your Laundry and Food Preparation Areas**

- The laundry and food preparation areas both have level access
- The approach path is concrete and tarmac
- The taps are screw top
- The washing machine is front loading and can be reached from the floor
- The tumble dryer is front loading and can be reached from the floor
- There is a wall mounted iron
- There is a freestanding ironing board
- There is an indoor washing up facility available
- All washing up sinks have screw top taps
- There is an outdoor drying area with a rotary dryer
- There is no low level sink in the washing up area

### **Your Recreational Areas**

- There is no recreation room
- There is an outdoor children's play area
- This is accessible over grass with no designated path
- The play area has rubber matting
- This entire area is not fenced

### **Waste, Fire and Evacuation**

- The refuse area is level concrete/tarmac
- There are no steps or kerbs restricting access to the refuse area
- All bins on site are full height industrial 1100L units
- 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 concrete/tarmac and the other is next to the play area
- 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 five cars
- The overnight carpark can hold five cars
- There are a small number of benches dotted around the site