

Access Statement – Dunstan Hill

Your Point of Contact

- For bookings please call 02476 475 426
- For site queries please contact 01665 576 310
- Site Page www.campingandcaravanningclub.co.uk/dunstanhill

Your Arrival on Site

- Train Station at Alnmouth is 9 miles away. There is a bus from the railway station to a request bus stop at the site entrance
- Signage to the site is confusing as the brown signs displayed relate to another site 1 mile south of our location. The maps on our website and publications are accurate. Sat Nav for vehicles approaching from the south will usually try and take you to Dunstan Hill Farm. There is a notice at the farm track entrance re-directing you to the site
- There are no barriers, gates lock at 11:00pm till 7:00am
- Late arrivals prior to 11:00pm can contact staff via the intercom located at the reception door or via the telephone number located there. Overnight arrivals should park in the visitor's car park/overnight arrivals area just inside the site entrance on the right
- All public road on the site are tarmac
- There is a gravelled visitors parking/late night arrivals area just inside the gates of the site on the right
- There is no designated accessible parking
- There are no handrails leading to reception
- There is one step into reception

Your Check in

- The reception is clearly signed
- Opening hours are 9:00am to 10:30pm and 4:00pm to 6:00pm, longer at weekends and in summer
- During the day, staff will either be in the office or working on site, a notice in the reception door window will guide campers as to their whereabouts. On an evening please use the intercom system or site telephone the number of which is on a notice at the reception door
- There is one step into the reception
- If assistance is required members of staff will be pleased to assist
- Reception is free from clutter, but it is restricted
- No low level reception counter but clip boards are available on request

Your Pitch

- All pitches have space for one car at the side
- 5 hardstanding pitches are available immediately next to the accessible room
- Hardstanding pitches are gravel
- All pitches are quite level
- The site has a very gentle slope down towards the coast and the majority of pitches are very gently sloping in this direction

Your Facilities

- There is a clear, well maintained path leading to the facilities
- There are no steps
- Access is level
- There are no semi-ambulant cubicles in the facility blocks
- All taps in the main block are push button
- There are fixed retractable stools in the dry area of the main showers. In the accessible room there are two stools, one in the dry area and a second in the shower itself
- Main block taps are push button. Accessible room and family rooms have thermostatic mixer valves
- Showers do not have a step in the main blocks or accessible room, family rooms have a large shower tray and cubicle
- The facility block is lit outside

Your Accessible Facilities

- There is a flat level path leading to the accessible facility
- There are no handrails leading to the room
- There is flat level access
- The toilet has handrails
- There is a large flush handle
- There is transfer space to the right
- The washbasin cannot be reached from the toilet
- The washbasin taps are level operated
- There is a hand dryer
- There is a mirror but it's not full length
- The shower has handrails
- The shower is operated by a thermostatic valve dial
- The shower is open access
- The shower head is height adjustable
- The floor is non-slip
- There is a hair dryer
- There is an emergency chord and it can be reached from the floor
- The alarm cannot be heard from the reception or the team pitches

Your Laundry and Food Preparation Areas

- These areas have good level access
- The surface is tarmac
- The taps are push button
- The washing machines are front loading
- Both washing machines can be loaded from the floor
- The tumble dryers are front loading and stacked
- There is a wall mounted iron
- There is a freestanding ironing board
- There are covered outdoor washing up areas
- The sinks are push button
- There is an outdoor drying area
- There is a low level sink

Your Recreational Areas

- There is no indoor recreation area
- There is an outdoor children play area
- There is flat level access leading to it
- There is seating available near the play area
- The surface of the play area is rubber
- There are no raised edges surrounding the play area

Waste, Fire and Evacuation

- There is flat level access leading to the refuse areas
- Access is via paved pathways
- There are no steps or kerbs
- There are no handrails
- Normal domestic bins, not very high
- There are fire triangles on all water points
- There is unrestricted access to all firefighting equipment on site
- Assembly point 1 is outside Top Toilet Block
- Assembly point 2 is outside Bottom Toilet Block
- Assembly points are tarmac after grass
- Assembly points are detailed in the welcome leaflet

Miscellaneous Information

- There are no speed bumps on site
- The site has little illumination only the site entrance, reception, and facility blocks are lit
- Reception carpark will hold 12 cars
- Overnight carpark is the same carpark