

Access Statement

Baltic Wharf

Contact Information

For those wishing to contact Caravan and Motorhome Club by phone, typetalk calls can be made to sites, and for members only to the Contact Centre on 01342 327490. The Caravan and Motorhome Club's website has been designed with accessibility in mind, and includes keyboard navigation and Browsealoud texthelp. The Website complies with the W3C level A guidelines.

Arrival and Car Parking Facilities

The site is compact, so parking for visitors is on the road outside the gate. There are no accessible car parking spaces for disabled drivers. The site does not have a late arrivals area. There are 2 spaces for new arrivals near the reception block.

Reception

The route to the reception is up a steep dropped kerb onto the pavement. The reception has a step at the entrance door. There is a call bell for assistance located by the door. The door has a lever handle and a high-level vision panel, and opens into the room. The counter height is 890mm. The reception is not currently fitted with a hearing induction loop system to assist hearing aid users.

Pitches

There are no pitches permanently designated for disabled people. 4 gravel-surfaced pitches are located on a level part of the site and made available for disabled people. These pitches are located between 15m and 25m from the reception, the accessible toilet and dishwashing area, between 25m and 35m from the information room, and between 5m and 15m from the laundry.

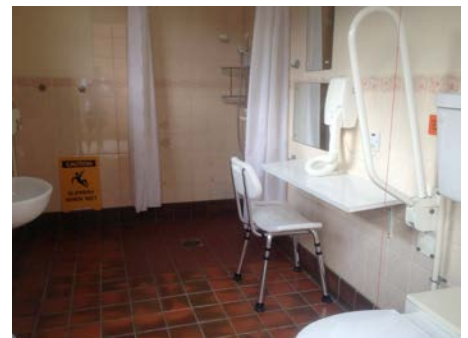
Circulation around the Site

The site is level. Access roads tarmac surfaced without speed bumps. Both pedestrians and vehicles share the access roads, there is no definition between pedestrian or vehicle routes.

Toilet Blocks

The male, female and accessible facilities are within blocks near the reception. There is no space for parking near these facilities, except in the new arrivals bay, but as the site is very small, there is little need for parking.

There is an **accessible shower and toilet cubicle** located near the female facilities, which is opened using a RADAR key. It is reached via the steep dropped kerb up onto the pavement and has a gentle ramp up to the entrance door at a gradient of 1:24. The door is inward-opening with a flush threshold, but there is no means to open the door, if someone falls against it in an emergency. The room is 1900mm wide x 3250mm deep, with a tiled floor that might be slippery when wet. The WC and the shower provides for



right-hand transfer. The WC and washbasin layout are not to AD M standards, as there is insufficient space in front of the WC pan.

The washbasin cannot be reached from the WC pan, there is no backrest and there is no second vertical rail at the washbasin. An alarm system is provided. The washbasin taps are lever type to assist people with limited manual dexterity, but without a thermostatic mixer.

There are steps at the entrances into both the **male and female toilets**. Both have doors opened with keys available from reception. Internally they have tiled floors, which might be slippery when wet. There are no privacy cubicles. In both male and female toilets one WC and one shower cubicle is fitted with grab rails to assist ambulant disabled people. There are no grab rails at the urinals. The taps to the washbasins are lever type to assist people with limited manual dexterity. Both facilities have poor visual contrast between fittings and their background.

Other Facilities

The **information room** is near the reception. The approach route is via pavements without dropped kerbs and over gravel. There is a 140mm step at the entrance door, which is 680mm wide. The leaflets are displayed in the range of 800 to 1300mm above floor level.

There is a **dishwashing area** near the accessible toilet block, which has a level approach route across paving slabs. There is one sink with a level approach and 100mm step up to the other two sinks. The sinks are 900mm high but do not have lever taps.

The **laundry facility** is located in a room next to the new arrivals parking. There is a 200mm step at the 760mm wide entrance door. There is a top-loading washing machine and front-loading tumble dryer. The coin slots are at 1050mm height. The iron and its coin slot are mounted at 1350mm height. Sinks are at 900mm height with a kneehole space, and the taps are lever type.

The **public telephone** is within a phone box with a 200mm step at the 760mm clear width door. Inside the box the space is restricted (850 x 930mm) and the phone coin slot and receiver are at 1300mm height. The phone has an inductive coupler to assist hearing aid users.