

Accessibility Guide for Merrose Farm Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 caravanclub.co.uk/club-sites/england/devon-and-cornwall/cornwall/merrose-farm-caravan-club-site/

At a Glance

Level Access

- The site slopes throughout, there is level access to most facilities in at least one area

Step only Access

- The information room has step only access

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block

Accessible Pitches

- No designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.



We support the Hidden Disabilities Scheme

- Our organisation supports the Hidden Disabilities Scheme, lanyards and pins are available in reception

Site Address

Merrose Farm Caravan Club Site
Portscatho,
Truro,
Cornwall,
TR2 5EL

Arrival and Reception

Approach Route

- Access onto the site is via a single track road which is operated by a traffic light system to avoid any issues on the road
- The reception building is on the right hand side when you enter the site
- There is no entry barrier to the site
- The ground is level in this area with hard surfaced paths linking facilities.

Parking

- A new arrival bay is set within a few metres of the Reception building.
- There is space for 8 visitors to park, with 1 designated disabled bay. These are on a tarmac surface
- There are 4 late night arrival bays on a tarmacked surface

Entrance into Reception

- There is a narrow 960mm wide ramp with 1 handrail to reception
- There is also a 130mm step to the reception with no handrail
- The Entrance door is 750mm wide over a 20mm weather strip
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1500mm above ground level



Reception

- There is approximately 1900mm x 5000mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with no dropped section
- The desk is not fitted with a hearing loop
- There are some items for sale, these are placed between 500mm and 1800mm high



Getting around the Site

- The site slopes gently in places, particularly on one stretch of road to the south of the toilet block
- Pedestrians share vehicles routes which are well maintained tarmac, with no speed bumps

Pitches

- There are 167 pitches on site, 76 of which are hardstanding
- Roll out mats are not provided
- There are no designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- There are 5 hardstanding pitches and 3 grass pitches between 10 metres and 35 metres of the toilet block, and 75 metres and 110 metres of the reception building which are recommended

Camping Pitches

- There are 6 camping pitches in the north east corner of the site
- These pitches have electric hook ups

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set to the centre of the site
- The toilet block is accessed via dropped kerbs to the paved area around the toilet block
- The accessible toilet and shower cubicle is accessed via a covered alcove
- The door is 800mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2200mm x 2000mm with an extra 1050mm x 970mm alcove for the shower
- The WC pan is right hand transfer.
- The shower seat is right hand transfer
- The toilet seat is 450mm, and the shower seat is 520mm above the floor level
- The clear space to the side of the toilet is 1200mm wide
- The cubicle is fitted with a pull cord alarm, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1300mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1500mm above floor level
- The basin taps and shower controls are fitted with levers



Alcove to Accessible WC and Shower Cubicle



Standard Toilets and Washrooms

- There is one toilet and shower block to the centre of the site
- Parking is available next to Toilet Block
- Entrance doors are accessed by a paved area, which is accessed via dropped kerbs
- There are 2 male areas and 2 female areas to the toilet block, the smaller male and female area are only open during the peak season
- The entrance to both female areas and one male area are level
- The main female area has 7 WC cubicles, 8 Privacy Washbasin cubicles and 8 Shower cubicles
- The main male area has a 120mm step into the area, there are 5 WC cubicles, 3 Urinals including 1 lower urinal, 6 Shower cubicles and 8 Privacy Washbasin cubicles
- The smaller seasonal female area has 3 WC cubicles, 3 Washbasin cubicles and 3 Shower cubicles
- The smaller seasonal male area has 3 WC cubicles, 2 Urinals including 1 lower urinal, 3 Washbasin cubicles and 3 Shower cubicles
- There is a modified shower cubicle and WC cubicle to each area in each toilet block, with grab rails to assist those with mobility needs
- Taps in each block incorporate lever controls



Toilet Block

Baby and Toddler Room - Toilet Block

- The entrance door is 750mm wide over a level threshold and opens outwards
- The rooms dimensions are 1400mm x 3400mm
- There is a lowered WC at 330mm
- There is a half bath with a shower above with twist turn taps
- There is a drop down baby changing unit at 850mm
- Lever taps to the basin



Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area
- The door is 700mm wide over a level threshold
- The rooms dimensions are 2200mm x 2400mm

- There are 4 sinks in the room, 3 of which are set at 900mm high with no kneespace below and 1 is lower at 750mm high with 700mm kneespace
- Lever taps available



Laundry – Toilet Block

- The laundry room is accessed via a paved ramp to the side of the toilet block
- The door is 700mm wide over a level threshold
- The room is 5400mm x 1900mm, however there is only 900mm space between the machines and sinks
- There are 2 front loading washing machines and 2 front loading tumble dryers
- The coin slots for the machines are at 1000mm high
- There are 3 sinks, 2 are placed at 900mm high and 1 is lower at 750mm high with 700mm kneespace
- Lever taps fitted



Information Room – Adjacent to Reception

- The information room is in a shed near reception
- There is a paved pathway to the information room
- The door is 750mm wide with a 140mm step up
- The room's dimensions are 1500mm x 1300mm
- Information is displayed between 800mm - 1370mm high



Play Area

- There is a play area to the south of the site
- There is access to the play area over a gravel pathway
- There is a 900mm wide gate to the play area
- There is grass to the play area, with some of the equipment being mounted on safety flooring



Access to the play area via a gravel path



Play equipment

Dog Walk

- There is a dog walking area to the south of the site
- The dog walk is accessed via a gravel path and then a grass field
- There is a large gate to the dog walking field, with the latch at 1200mm high
- The dog walking field is entirely grass, but the field is on a hill and can be steeply sloping



Dog Walk gate

Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- All of the service points are on concrete settings with level access to the roadways near them
- The paths around the Service Points can be as narrow as 800mm wide

- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Waste Points can be found at some of these as well



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the toilet block
- There is a 150mm kerb, and the taps are 1100mm above the kerb



Information

Written Information

- A range of leaflets for local attractions are available in the Information Room.
- Please ask at reception if you have difficulty reading third party leaflets and staff will be happy to read these to you upon request

Customer Care & Support

Booking Procedures

- If you have any specific requirements for your stay please contact the site directly and they will be happy to discuss your requirements and reserve you the most suitable pitch wherever possible.

Evacuation

- There is an assembly point to the south of the site, in the grass pitches area in the event of an emergency
- Please ask at reception for more details

Customer Care and Staff Training

- All on site staff have received disability awareness and etiquette training.

Public Transport

- There is a bus stop on the main road at the lane entrance to the site, with buses running to St Mawes or Truro

Taxi

- Please contact the site who keep a list of local taxi companies including those offering a wheelchair accessible service where available.