

## Accessibility Guide for The Sandringham Estate Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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🌐 <https://www.caravanclub.co.uk/club-sites/england/east-anglia/norfolk/the-sandringham-estate-caravan-club-site/>

### At a Glance

#### Level Access

- The site slopes throughout, with some slopes from Toilet Block 2 being much steeper

#### Step only Access

- Toilet Block B has steps into the toilet facilities and laundry
- The play area has uneven access from the toilet block side

#### Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in Toilet Block 1

#### 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

The Sandringham Estate Caravan Club Site  
Glucksburg Woods,  
Sandringham,  
Norfolk,  
PE35 6EZ

## Arrival and Reception

### Approach Route

- Access onto the site is via a tarmac driveway, you follow the driveway round to the left to get to the reception building
- The reception building is on the left hand side of the entry road
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by card access.
- 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 6 cars to park within 50 metres from Reception, however there are no marked bays or disabled bays.
- There is a Late Night Arrival Bay on the left of the entrance driveway for 1 vehicle

### Entrance into Reception

- There is a 1400mm wide ramp with a handrail on one side of the ramp or two 120mm steps to access the reception
- The Entrance door is 800mm wide with a level threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1300mm above ground level



Entrance to Reception

## Reception

- There is approximately 2000mm x 1900mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor and incorporates a lift up counter top at the same height
- The desk is not fitted with a hearing loop



## Getting around the Site

- The site slopes throughout, with the slopes getting steeper towards the north of the site, past toilet block 2
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

## Pitches

- There are 138 pitches on site, 127 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 6 hardstanding pitches and 2 grass pitches within 50 meters of the toilet block with the accessible toilet and shower, these pitches are also within 125 meters of the reception building

## Toilets and Changing Facilities

### Accessible Toilets and Bathing Facilities – Toilet Block 1

- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set to the south of the site, close to reception
- There is a dropped kerb to the pathway around the toilet block, which gives access to the Accessible Toilet and Shower room
- The door is 850mm wide, over a level threshold and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2000mm x 3000mm
- The WC pan is left hand transfer
- There is a drop down seat, however this is not underneath the shower, there is a moveable shower chair available
- The toilet seat is 430mm above the floor level
- The clear space to the side of the toilet is 1400mm wide as long as the drop down shower seat is folded up
- The cubicle is fitted with a pull cord alarm next to the WC pan, which is tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1200mm above floor level



- The basin taps and shower controls are fitted with levers



### Standard Toilets and Washrooms

- There are two Toilet Blocks on site, one to the south of the site close to reception (Toilet Block 1) and one to the north of the site (Toilet Block 2)
- There is space for parking is available next to each Toilet Block, if needed however there are no designated parking bays
- The entrance doors to the male and female areas in Toilet Block 1 are accessed via a ramp to each doorway, with a 1000mm wide door, which can be heavy to open
- The entrance doors to the male and female areas in Toilet Block 2 are accessed by a 120mm step up to each of them with a 1100mm wide covered entry way
- The female area in Toilet Block 1 has 6 WC cubicles, 6 Shower cubicles and 4 Washbasin Privacy cubicles
- The male area in Toilet Block 1 has 3 Urinals, including 1 lowered Urinal, 3 WC cubicles, 6 Shower cubicles and 4 Washbasin Privacy cubicles
- The female area in Toilet Block 2 has 6 WC cubicles, 3 Shower cubicles and 4 Washbasin Privacy cubicles
- The male area in Toilet Block 2 has 3 Urinals, 3 WC cubicles, 3 Shower cubicles and 4 Washbasin Privacy cubicles
- There is a modified WC cubicle, Shower cubicle and Washbasin Privacy cubicle in both the male and female areas in Toilet Block 1, with handrails to assist mobility

- There is a modified WC cubicle in both the male and female areas in Toilet Block 2 with handrails to assist mobility
- Taps in each block incorporate lever controls



Access to Toilet Block 1



Access to Toilet Block 2

### **Baby and Toddler Room - Toilet Block 1**

- There is a baby and toddler room in Toilet Block 1 which can be accessed via the dropped kerbs to the pathway around the toilet block
- The door is 800mm wide, over a level threshold and opens inwards
- There is a code to access the baby and toddler room, please ask at reception for the code. The door lock is 1300mm high
- The room's dimensions are 2400mm x 1900mm
- There is a half sized bathtub with a shower above, this has twist turn taps to operate

- There is a lower WC at 300mm high
- There is a drop down baby change table at 900mm high
- There are twist turn taps to the basin



## Other Facilities

### Dishwashing – Toilet Block 1

- The Dishwashing room can be accessed via the pathway around the toilet block, the dishwashing room is at the end of the toilet Block, next to the gate which leads from opposite reception
- The door is 900mm wide, over a level threshold and opens outwards
- The room has 1350mm x 3050mm clear space
- There are 3 sinks in the room, 2 of which are 900mm high with 800mm clear knee space below and 1 is lowered at 730mm with 650mm clear knee space below
- There is a shelf which is 480mm above each respective sink
- Lever taps available



## Dishwashing – Toilet Block 2

- The Dishwashing area is at the end of the toilet block, in a covered area
- There is no door, and level access
- There are 2 sinks at 900mm high with no knee space below
- There are twist turn taps here



## Laundry – Toilet Block 1

- The Laundry can be accessed from the pathway around the toilet block
- The door is 900mm wide over a level threshold, and opens outwards
- There is 2100mm x 2700mm clearspace to the room
- There is 1 front loading washing machine and 1 front loading tumble dryer
- The coin slots for each machine are 1050mm high
- There are 2 sinks at 900mm high with 600mm knee space below
- Lever taps fitted





## Laundry – Toilet Block 2

- There is accessed from the paved area around the toilet block
- The door is 800mm wide with a 120mm step up, and the door opens outwards.
- The room's dimensions are 2300mm x 2000mm
- There is 1 front loading washing machine and 1 front loading tumble dryer
- The coin slots for each machine are 1050mm high
- There are 2 sinks at 900mm high with 600mm knee space below
- Lever taps fitted



## Information Room – Adjacent to Reception

- Access via the ramp and step to the reception building
- The door is 800mm wide over a level threshold and opens inwards
- The room's dimensions are 2000mm x 1900mm
- Information is displayed on a shelf at 1000mm high



## Play Area

- There is a play area behind Toilet Block 2
- This has a steep hill approaching it
- The gate opens to 1200mm wide
- The play equipment is mounted on safety flooring



## Service Points

- There are several Service Points at intervals around the site, please check the site map for details
- The service points have access via ramps from the roadways
- The paths around the Service Points can be as narrow as 650mm wide
- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Waste Points can be found here too





## Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to Toilet Block 2
- There is a 70mm kerb and the taps are a further 750mm high



## 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 opposite reception 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 outside of the site with buses to Kings Lynn and Hunstanton

### Taxi

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