

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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At a Glance

Level Access

- The site is generally level and has level access to all facilities in at least one area

Step only Access

- There is no step only access

Accessible Toilets and Showers

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

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

Knaresborough Caravan Club Site
New Road,
Scotton,
Knaresborough,
North Yorkshire,
HG5 9HH

Arrival and Reception

Approach Route

- There is good access to the site is from a wide lane
- The reception building is opposite the entrance of the site
- There is no barrier at the entrance, however there is an electric barrier to enter the main site
- The ground is level and tarmac in this area

Parking

- A new arrival bay is set outside the reception building on level tarmac
- There is space for 4 cars to park opposite Reception, however there are no marked bays or disabled bays. The ground in this area is crushed stone chippings
- The visitor parking is 75 metres from reception
- There are no late arrival bays

Entrance into Reception

- Access into reception is available from a gentle ramp, with a handrail to one side
- There is also a stepped entrance to the building, with handrails
- The door is 850mm wide with a level threshold and opens inwards
- The reception also gives access to the restaurant



Reception

- There is approximately 1950mm x 3700 turning space, clear of the desk and furniture
- The reception desk is set 960mm above the floor and incorporates a dropped, fixed countertop at 770mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout but there are some parts that are gently sloping
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps
- There are concrete slab paths to the toilet block, club houses and service points

Pitches

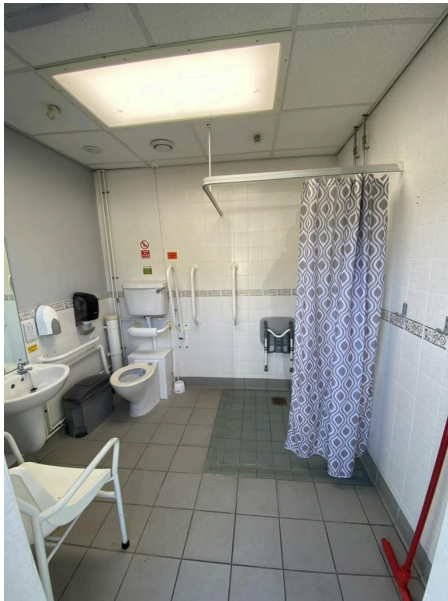
- There are 80 pitches on site, all of which are hardstanding
- Roll out mats are not provided
- There are no designated accessible pitches, however pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.
- There are suitable accessible pitches that are 25 metres from reception and the toilet block or adjacent to a service point

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

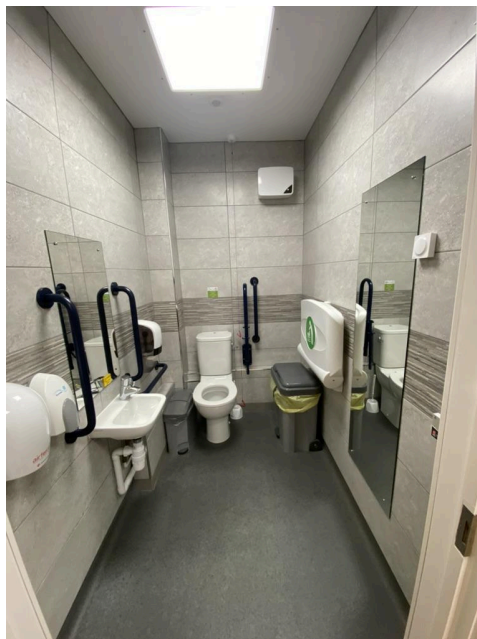
- A combined Accessible Toilet and Shower cubicle is located in the Toilet Block which is set in the middle of the site
- The door is locked by a key lock, a key can be borrowed from reception
- The door is 800mm wide, over a level threshold & opens outwards
- The cubicle's overall dimensions are 2400mm x 2100mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 500mm above the floor level
- The clear space to the side of the toilet is 900mm 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 950mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1100mm above floor level

- The basin taps and shower controls are fitted with levers



Accessible WC - Restaurant

- There is an accessible WC in the restaurant toilets
- There is no key to access
- The door opens to 900mm wide, opens outwards over a level threshold
- The room's dimensions are 1400mm x 2000mm
- The WC has right hand transfer at 480mm, with 700mm clear space
- There is a drop down baby change table at 850mm high



Standard Toilets and Washrooms - Toilet Block

- There is one toilet and shower block in the middle of the site
- There is access to the toilet block via a paved path around the perimeter
- The female area has 6 WC cubicles, 4 Shower cubicles and 5 Washbasin Privacy cubicles
- The male area has 4 WC cubicles, 2 Urinals, 4 Shower cubicles and 6 Washbasin Privacy cubicles
- Each area has a modified WC, Shower and Washbasin Privacy cubicle with grab rails to assist manoeuvring
- Taps in each area incorporate lever controls



Standard Toilets and Washrooms - Restaurant

- There are standard toilets and washroom facilities available in the restaurant
- The female area has 3 WC cubicles, 2 Shower cubicles and 2 Washbasin Privacy cubicles
- The male area has 2 WC cubicles, 2 Shower cubicles and 2 Washbasin Privacy cubicles
- Each of the cubicles is modified with grab rails to assist manoeuvring

Baby and Toddler Room - Toilet Block

- There is a baby and toddler room in the toilet block
- The door opens to 800mm wide, with a rollover threshold and opens outwards

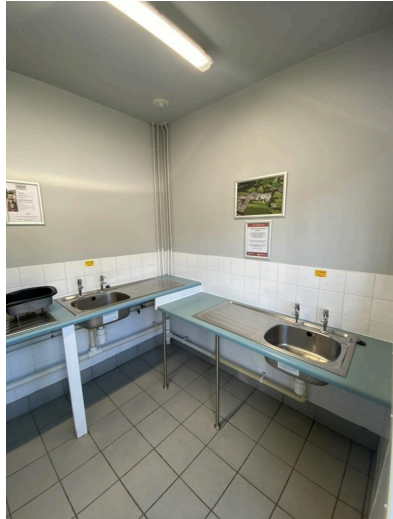
- The room is an “L Shape” which is 1150mm x 2700mm and 2700mm x 1200mm in dimension
- There is a half bath with a shower above, with twist taps to operate
- There is a drop down baby change at 900mm high
- There is a WC at 430mm high
- The basin is operated by lever taps



Other Facilities

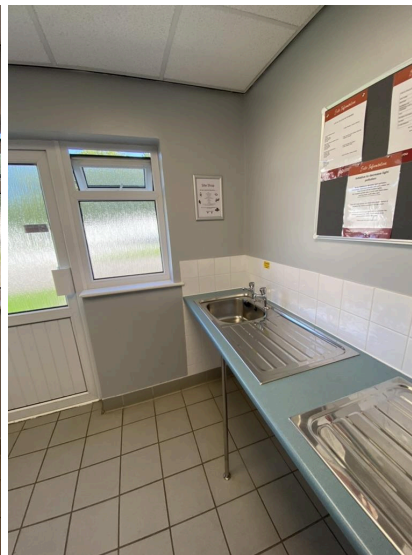
Dishwashing – Toilet Block

- There is access to the dishwashing area via the paved area around the toilet block
- The entrance door is 800mm over a level threshold, the door opens inwards
- There is 1800mm x 1500mm clear space in front of the sinks
- The sinks are at two levels, two at 900mm with 800mm kneespace and one at 800mm high with 750mm kneespace
- Screw top taps available



Laundry – Toilet Block

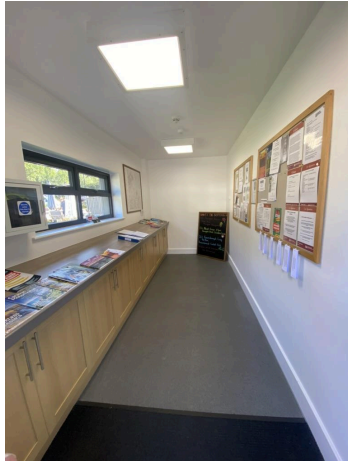
- There is access to the laundry room via the paved area around the toilet block
- The door is 800mm wide, over a level threshold and opens outwards but can be heavy to open
- There is 1800mm x 2400mm clear space in front of the machines and sinks
- There is one washing machine, which is front loading
- There is one which tumble dryer is front loading
- There are 2 sinks at 900mm high with 850mm knee space
- Screw top taps fitted



Information Room – Porch in Front of Reception

- Access into the information room is available from a 5.5meter curved ramp, there is a rough surface in this area. There is a level landing to the top of the ramp

- There is also a stepped entrance to the building, with handrails
- The information room is within a glazed porch entrance
- The door is 800mm wide with a level threshold
- The room's dimensions are 1650mm x 4900mm
- Information is displayed at various levels, with a main desk at 950mm



Restaurant

- There is a restaurant in the same building as the reception which can be accessed directly from the reception
- There is an alternative entrance through patio doors, to the side of the building
- There is a cafe bar at 1100mm high
- The furniture is movable to allow easy access through the restaurant





Patio for restaurant

Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- The service points are on concrete settings with level access from the roadways
- The paths around the Service Points can be as narrow as 750mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Emptying Points can be found on the site map too, with taps at 1150mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the toilet block
- There are taps at 1100mm high



Recycling & Waste Area

- This site has a single waste and recycling area, please consult the Site Map for its specific location. If you have any concerns or questions please discuss with the site team during your stay.



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 are two assembly points on site, one close to the exit and one close to the entrance barrier 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 50 yards from the entrance, with buses that run to Knaresborough and Ripon
- There are trains from Knaresborough to York, Harrogate and Leeds

Taxi

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