

Accessibility Guide for Melrose Gibson Park Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ melrosegibsonpark@camc.com

☎ 01896 822969

🌐 <https://www.caravanclub.co.uk/club-sites/scotland/scottish-borders/melrose-gibson-park-caravan-club-site/>

At a Glance



Level Access

- The site is generally level throughout



Step only Access

- There are steps down into the male and female showers, the dog walk has steps to 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

Melrose Gibson Park Caravan Club Site
High Street,
Melrose,
Scottish Borders,
TD6 9RY,
Scotland

Arrival and Reception

Approach Route

- Access onto the site is via a tarmac driveway
- The reception building is on the left hand side when you enter the site
- 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 no visitor parking on site, but there is a free car park outside the entrance of the site
- There are no late arrival bays

Entrance into Reception

- There is a dropped kerb to the pavement outside the reception
- The entrance door is 850mm wide, over a flush threshold with a lever handle
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1700mm above ground level



Reception

- There is approximately 1600mm x 3100mm turning space, clear of the desk and furniture
- The reception desk is set 880mm above the floor with no dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 59 pitches on site, 58 of which are hardstanding
- Temporary multipurpose access rubber matting is 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.

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 north of the site, close to the entrance

- The toilet block is accessed via a dropped kerb to the pavement surrounding the toilet block
- The door is 850mm wide, over a flush 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 1600mm x 2800mm
- The WC pan is left hand transfer.
- There is no drop down shower seat but a moveable shower chair is provided
- The toilet seat is 450mm 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 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block to the north of the site, close to the entrance
- There is no space for parking close to the toilet block
- Entrance doors are accessed by a paved area, which is accessed via a dropped kerb
- The entrance doors to the Male and Female areas have keypads to unlock them at 1500mm high

- The female area has 5 WC cubicles, 4 Shower cubicles and 4 Privacy Washbasin cubicles
- The male area has 4 WC cubicles, 3 Urinals, 4 Shower cubicles and 4 Privacy Washbasin cubicles
- The showers have a 100mm step down into the shower trays
- In the male and female areas there is a modified WC cubicle and shower cubicles, with grab rails to assist with mobility
- Taps in each block incorporate lever controls



Other Facilities

Dishwashing – Toilet Block

- Level approach via paved area
- The dishwashing area is an open sided area at the toilet block, there is 2900mm x 1500mm clear space at the area
- There are 3 sinks at 880mm high with no knee space
- Lever taps available



Laundry – Toilet Block

- There is a level approach and entry to the laundry room
- The door is 860mm wide, with a level threshold and opens outwards, the door is heavy to open
- There is 1350mm x 3300mm clear space between the machines and sinks
- There is one front loading washing machine and one front loading tumble dryer, with token slots at 1050mm high
- There are 2 sinks at 880mm high, with single twist type taps, with no knee space underneath



Information Room – Adjacent to Reception

- The information room is adjacent to the reception, within the same building
- The approach to the information room is step free and level
- The door is 850mm wide, over a level threshold, and opens outwards.
- There is a 900mm wide corridor to the main room
- The room's dimensions are 1800 x 1900mm
- Information is displayed between 880mm and 1000mm



Dog Walk

- There is a dog walk to the south of the site
- There is a set of steps to access the walk
- The ground here is grass and can be uneven



Service Points

- There are three Service Points around the site, please check the site map for details
- The Service Points are mounted on concrete settings, with level access from adjacent roadways
- The paths around the Service Points can be as narrow as 700mm wide
- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Emptying Points can be found at two of the service points, with taps at 870mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the toilet block
- The taps are 1130mm high, mounted on a 120mm high 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 outside of the toilet block 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 a one minute walk from the site, with buses to Edinburgh and Kelso
- There are trains to Edinburgh from Tweedbank, which is 3 miles away

Taxi

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