

Accessibility Guide for Old Hartley Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ oldhartley@camc.com

☎ 01912 370 256



<https://www.caravanclub.co.uk/club-sites/england/north-east-england/tyne--wear/old-hartley-caravan-club-site/>

At a Glance



Level Access

- The site generally slopes throughout



Step only Access

- The reception has a 60mm step with a 30mm threshold



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



We are Dementia Friendly

- Our organisation has been Dementia Friendly since 2025



Relay UK

- Our contact centre in East Grinstead supports Relay UK from BT

Site Address

Old Hartley Caravan Club Site
Whitley Bay,
Tyne & Wear,
NE26 4RL

Arrival and Reception

Approach Route

- The site is accessed by a tarmac drive
- The reception building is to the left when you enter
- There is no barrier to the site
- The ground is sloped 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 5 visitor cars to park within 20 metres of the reception, on the tarmac drive, however there are no designated accessible bays
- There is no late night arrival bay

Entrance into Reception

- The reception is accessed by three steps, with a handrails to each side
- The Entrance door is 800mm wide over a 60mm step with a 30mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1400mm above ground level



Reception

- There is approximately 1300mm x 2100mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with a dropped section at 750mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally sloping throughout,
- Pedestrians share vehicles routes, which are well maintained tarmac with no speed bumps

Pitches

- There are 60 pitches on site, all 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.
- There are 5 pitches on site, which are within 35 metres of the toilet block and 75 metres of reception which may be suitable for those with accessibility needs

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 to the south of the site, close to the entrance
- The Accessible Toilet and Shower cubicle is accessed via dropped kerbs to the pathway surrounding the toilet block
- The door is 940mm wide, over a level threshold and opens outwards
- The cubicle door is secured by a RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2000mm x 2000mm
- The WC pan is right hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 470mm above the floor level
- The clear space to the side of the toilet is 700mm wide
- The cubicle is fitted with two pull cord alarms, which are tested frequently
- The shower seat and WC Pan are fitted with grab rails to assist transfer
- Shower controls are 900mm 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



Standard Toilets and Washrooms

- There is one toilet block to the south of the site
- There are dropped kerbs to access the toilet block
- The male and female facilities have keypads to access, these are at 1050mm high
- The female area has 4 WC cubicles, 4 Shower cubicles and 3 Washbasin Privacy cubicles
- The male area has 3 WC cubicles, 2 Urinals, 3 Shower cubicles and 4 Washbasin Privacy cubicles
- Both the female and male areas have a modified WC cubicle, a modified Shower cubicle and a modified Washbasin Privacy cubicle with grab rails to assist mobility
- Taps in block incorporate lever controls



Other Facilities

Dishwashing and Laundry Room – Toilet Block

- There is a dishwashing and laundry room in the toilet block
- The door opens to 850mm wide, over a rollover threshold and opens inwards
- There is 2100mm x 2000mm clear space
- There are 3 sinks in a 850mm high counter with 550mm knee space underneath

- There are lever taps available



Information Room – Adjacent to Toilet Block

- The information room is adjacent to the toilet block
- The door opens to 700mm wide, over a 20mm threshold and opens outwards
- The room's dimensions are 1100mm x 1900mm
- Information is displayed at 1000mm high



Service Points

- There two Service Points at intervals around the site, please check the site map for details
- The service point to the north of the site is accessed via grass and is mounted on a concrete platform
- The water taps are at a maximum of 770mm high, with cross head taps
- There is a Chemical Emptying Point in the toilet block



Motorhome Service Point

- There is one Motorhome Service Point on site, located adjacent to the toilet block
- The taps are 1130mm high
- The approach is sloped



Recycling & Waste Area

- This site has a waste and recycling area, located at the entrance of the site. 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 is an assembly point opposite the 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 100 yards from the site, with limited buses that run to Grassington or Ilkley

Taxi

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