

Accessibility Guide for Steamer Quay Caravan & Motorhome Club Campsite

Accessibility Guide for Steamer Quay Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ steamerquay@camc.com

☎ 01803 862738

🌐 <https://www.caravanclub.co.uk/club-sites/england/devon-and-cornwall/devon/steamer-quay-caravan-club-site/>

At a Glance

Level Access

- The site is relatively level throughout

Step only Access

- There is no step only access on site

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.

Waste Area

- This site has a single waste and recycling area, please see the site map for location



We support the Hidden Disabilities Scheme

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

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Site Address

Steamer Quay Caravan Club Site
Steamer Quay Road,
Totnes,
Devon,
TQ9 5AL

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

- An area for new arrivals is set within a few metres of the Reception building.
- There is no visitor parking available on site
- There are no late night arrival bays

Entrance into Reception

- There is level access from the roadway into the reception
- The Entrance door is 850mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards



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Reception

- There is approximately 2000mm x 1800mm turning space, clear of the desk and furniture
- The reception desk is set 1050mm above the floor and incorporates a dropped, lift up counter top at 750mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout
- Pedestrians share the vehicle road which is well maintained tarmac

Pitches

- There are 46 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.

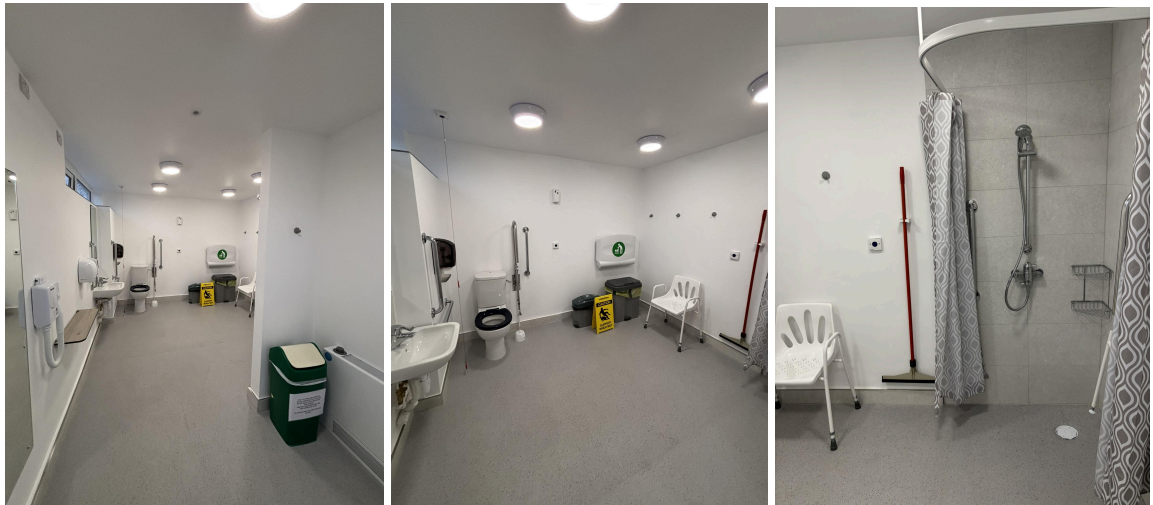
Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Toilet Block

- A combined Accessible Toilet and Shower cubicle is located within the toilet block
- The accessible cubicle is accessed at the side of the toilet block via the path surrounding the block

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- The door is 800mm wide, over a level threshold and opens inwards
The exit button is 1150mm high
- The cubicle door is secured by a fob, which can be borrowed from reception
- The cubicle's overall dimensions are 4850mm x 3080mm, with a 1600mm wide walk way at the the entrance of the room
- The WC pan is right hand transfer.
- The shower seat is right 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 1400mm 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 1000mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1150mm 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 west of the site
- There is no parking is available next to Toilet Block
- Entrance doors are accessed by a paved area, which is accessed via a slight paved slope
- The entrance doors to the Male and Female areas require a fob to access and open to 750mm wide

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- The female area has 4 WC cubicles and 2 Shower cubicles, there are no Privacy Washbasin cubicles
- The male area has 2 WC cubicles, 3 Urinals and 2 Shower cubicles, there are no Privacy Washbasin cubicles
- There are no modified WC and Shower cubicles with grab rails to assist with mobility
- Taps in each area incorporate lever controls



Other Facilities

Dishwashing Room – Toilet Block

- Level approach via paved area
- The entrance door is 730mm wide over a 20mm threshold and opens inwards
- There is approximately 1000mm x 2500mm clear space within the room
- There are 2 sinks at 860mm high with 560mm kneespace underneath
- Lever taps available
- There is a shelf 520mm above the counter



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Laundry and Information Room

- Level approach via paved area
- The entrance door is 730mm wide over a 20mm threshold and opens inwards
- There is 1250mm x 2600mm clear space from the door to the machines, and 1450mm x 2400mm clear space between the machines and sinks
- There is 1 front loading washing machine and 1 front loading tumble dryer
- There are 2 sinks at 850mm high with no knee space
- There is a small information desk, with information displayed on shelves between 100mm and 900mm high, as well as on a board at eye level



Service Points

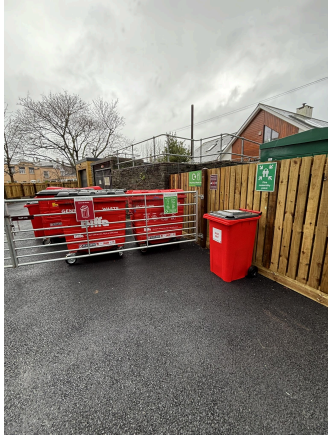
- There are two Service Points around the site, please check the site map for details
- Both of the service points are on concrete settings, with level access from the adjacent roadways
- The water taps are at a maximum of 780mm high, with cross head taps
- A Chemical Waste Point can be found at the Service Points, with taps at 1150mm high and the ledge at 480mm high



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Recycling & Waste Area

- Adjacent to the entrance of the site. If you have any concerns or questions please discuss with the site team during your stay.



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the toilet block
- The taps are mounted on a 100mm kerb and are 1150mm 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

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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 2 minutes from the site, with buses to Paignton, Torquay, Exeter and Plymouth
- There is a Train Station 1 mile away, with trains to London Paddington, Penzance and Manchester

Taxi

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