

Accessibility Guide for Wyatts Covert 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/south-east-england/buckinghamshire/wyatts-covert-caravan-club-site/>

At a Glance



Level Access

- The site is relatively level throughout, with level access to all areas



Step only Access

- Are there any parts of the site that are step only 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

Wyatts Covert Caravan Club Site

Tilehouse Lane,

Denham,

Uxbridge,

Buckinghamshire,

UB9 5DH

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 space for 3 cars to park adjacent to Reception, on a tarmacked surface however there are no designated disabled bays. There is also a gravel parking area for approximately 4 vehicles
- There are no late arrival bays on site.

Entrance into Reception

- There is a shallow, 3 metre long concrete ramp to give level access to a paved, covered area, leading to reception
- There is a level, flush threshold into the door
- The Entrance door is 750mm wide
- The entrance door is not power assisted, and opens outwards
- A call bell is available to summon assistance, this is 1400mm above ground level

PICTURES

Reception

- There is approximately ?mm turning space, clear of the desk and furniture
- The reception desk is set 905mm above the floor and incorporates a dropped, lift up counter top? (How high is this if it is there?)
- The desk is not fitted with a hearing loop

PICTURES

Getting around the Site

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

Pitches

- There are 50 pitches on site, all of which are hardstanding
- Roll out mats are available
- 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 4 pitches that are recommended for people with accessibility needs
- These pitches are within 50metres of reception and the accessible toilet

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 within the same building as reception.
- The toilet block is accessed via the same ramp that is used to access reception, and through the covered, paved area
- The door is 800mm wide, over a level threshold
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are ?mm
- The WC pan is right hand transfer.
- The shower seat is right hand transfer

- The toilet seat is ?mm, and the shower seat is ?mm above the floor level
- The flush handle for the toilet is at 770mm high
- The clear space to the side of the toilet is ?mm 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 ?mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1340mm above floor level
- The shower controls are fitted with levers
- The basins have knob type taps

PICTURES

Standard Toilets and Washrooms

- There is one toilet and shower block, which is in the same building as the reception
- Entrance doors are accessed through the information room
- The entrance door to the male area is 740mm wide
- The entrance door to the female area is 750mm wide
- Each male and female area has ? shower cubicles and ? washbasin privacy cubicles
- There is a modified WC cubicle, privacy washbasin cubicle and a modified, larger shower cubicle in both areas, with grab rails to assist mobility
- Taps in each block incorporate lever controls

Other Facilities

Dishwashing

- Level approach from the Information Room
- Entrance?
- There is limited space inside, only 950mm between the sinks and the wall
- There are 3 sinks all at 870mm high with knee space underneath
- Lever taps available

PICTURES

Laundry

- Access is via a slightly ramped footpath, in the middle of the building between reception and the other facilities
- The door is 750mm wide and opens inwards with a ? threshold
- There is limited maneuvering space as there is only 1360mm between the sinks and the bench on the other side of the room
- There is a washing machine and tumble dryer, both are front loading(are these placed on the ground or on top of each other?)
- There are 2 sinks at 850mm high with ?mm knee space below
- Lever taps fitted

PICTURES

Information Room

- Access via
- There is a ? threshold
- The door is 750mm wide, and opens inwards
- The room's dimensions are ? x ?mm
- Information is displayed on racks between 540mm and 1200mm and on a shelf at 1000mm

PICTURES

Service Points

- There are three Service Points around the site, one is in a covered area adjacent to the information room
- Two of the service points are outside, accessed from the road by paved paths
- The paths around the Service Points are 900mm wide
- The water taps are at a maximum of ?mm high, with cross head taps
- Chemical Waste Points can be found here too

PICTURES

Motorhome Waste Point

- There is one Motorhome Waste Point on site on a concrete surface
- There are crosshead taps that are ?mm high

PICTURES

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 Large print version of the site leaflet is available from Reception?
- A range of leaflets for local attractions are available in the Information Room.
- A magnifying glass is available from Reception upon request?
- 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 approximately 150 yards from the site entrance, with buses travelling to Beaconsfield, Uxbridge and Windsor Town Centre.
- More information can be found at
<https://www.geopunk.co.uk/bus-stop/040000001351>

Taxi

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