

Accessibility Guide for Haycraft Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ haycraft@camc.com

☎ 01929 480572

🌐 <https://www.caravanclub.co.uk/club-sites/england/southern-england/dorset/haycraft-caravan-club-site/>

At a Glance

Level Access

- There is level access to most of the facilities on site. The dog walk is only accessible over grass

Step only Access

- There are no facilities with step only access

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the reception 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

Haycraft Caravan Club Site

Haycrafts Lane,

Swanage,

Dorset,

BH19 3EB

Arrival and Reception

Approach Route

- The reception building is on the left hand side when you enter the site
- There is no entry barrier to the site
- 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 are no visitor parking spaces on site, but visitors can park on the tarmac near reception
- There are no late night arrival bays

Entrance into Reception

- The entrance door is level to the ground outside, with no pavement around the reception
- The Entrance door is 750mm wide over a 50mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance at 1400mm high



Reception

- There is approximately 1400mm x 3000mm turning space, clear of the desk and furniture
- The reception desk is set 850mm above the floor, there is no dropped section to the desk
- The reception does sell a variety of groceries and ice creams
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally sloping throughout, some routes are fairly steep and may be difficult for those with mobility issues
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 53 pitches on site, 39 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 4 hardstanding pitches within 40 meters of the Accessible Toilet and Reception

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Reception Block

- A combined Accessible Toilet and Shower cubicle is located in the reception building which is set at the end of the reception block
- There is level approach to the Toilet and Shower room, however it is down a path that is 1000mm wide
- The door is 750mm wide, over a flush threshold and opens inwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle is an L shape, the largest area is 2400mm x 1660mm
- 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 1700mm 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 1200mm above floor level
- The basin taps and shower controls are fitted with levers



Baby and Toddler Room - Reception Block

- There is a baby and toddler room in the reception block which is accessed via a level path
- The door is 650mm wide and opens inwards with a 50mm step in
- A key can be borrowed from the reception

- There is 1000mm x 1300mm clear space for maneuvering
- There is a lower WC
- There is a half sized bathtub with a shower above
- There is a drop down baby change table at 850mm high



Standard Toilets and Washrooms

- There is one toilet and shower block in the middle of the site
- There is no parking available next to the toilet block
- Entrance doors are accessed by a ramped path or by steps, with a single handrail to each
- The female area has 4 WC cubicles, 4 Privacy Washbasin cubicles and 3 Shower cubicles
- The male area has 2 urinals, including one lower urinal, 3 WC cubicles, 3 Privacy Washbasin cubicles and 3 Shower cubicles
- Taps in the toilet block incorporate lever controls



Other Facilities

Dishwashing – Toilet Block

- The dishwashing area is to the side of the toilet block, undercover but with no door to access
- There are 3 sinks at 900mm high
- There is 1500mm wide space behind the sinks for maneuvering
- Lever taps available



Laundry – Toilet Block

- The Laundry room is at the back of the toilet block, accessed by a level paved path
- The door is 750mm wide, over a level threshold and opens inwards
- The room is an L shape, with a 1500mm turning circle
- There is only 750mm space between the sink and the wall
- There is a front loading washing machine and a front loading tumble dryer with coin slots at 1050mm
- There is 1 sink at 900mm high with no knee space below
- Lever taps fitted



Information Room – Adjacent to Reception

- Access via slopes which lead to small level platforms
- Each side of the double doors are 700mm wide, and one is usually held open
- The room's dimensions are 1150 x 1850mm
- Information is displayed on a shelf at 1200mm high



Dog Walk

- There is a dog walk around the east of the site
- There is an 850mm wide gate to access
- The ground is grass and can be uneven in parts
- There is an exit gate to the dog walk path which is 1600mm wide



Play Area

- There is a play area, which is a large grass area to the east of the site
- There is a gravelled area to access the play area
- The play area is accessed through an 850mm wide gate



Service Points

- There are two Service Points around the site, please check the site map for details
- The service points are set on concrete settings with level access from the roads
- 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 Waste Points can be found here too



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the reception block

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 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 train station in Harmans Cross approximately a 15 minute walk from site with trains to Corfe Castle and Swanage

Taxi

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