

## Accessibility Guide for North Yorkshire Moors Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ northyorkshiremoors@camc.com

☎ 01947 810505

🌐 <https://www.caravanclub.co.uk/club-sites/england/yorkshire/north-yorkshire/north-yorkshire-moors-caravan-club-site/>

### At a Glance



#### Level Access

- The site is generally sloping throughout



#### Step only Access

- The information room has one step to access



#### Accessible Toilets and Showers

- There are no toilet or shower facilities on site



#### 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

North Yorkshire Moors Caravan Club Site  
Sneaton,  
Whitby,  
North Yorkshire,  
YO22 5JE

## Arrival and Reception

### Approach Route

- The site is accessed by a long tarmac drive
- The reception building is to the left when you enter
- There is no 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 is space for 9 visitor cars to park directly in front 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 dropped kerbs to the pathway in front of the reception
- The Entrance door is 850mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards



## Reception

- There is approximately 2800mm x 1900mm turning space, clear of the desk and furniture
- The reception desk is set 950mm above the floor with a dropped section at 750mm high
- The desk is not fitted with a hearing loop
- There is a selection of items for sale between 50mm and 1700mm high



## Getting around the Site

- The site is generally sloping throughout,
- Pedestrians share vehicles routes, which are both gravelled roadways and tarmaced

## Pitches

- There are 92 pitches on site, 70 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.

## Toilets and Changing Facilities

**There are no toilet or shower facilities on site**

## Other Facilities

There are no dishwashing or laundry facilities on site

### Information Room – Adjacent to Reception

- The information room is within a shed directly next to the reception
- There is a 100mm step up to the information room
- The door opens to 750mm wide, with another 100mm threshold
- The room's dimensions are 1500mm x 1250mm
- Information is displayed at 840mm high
- There is a single chair within the information room



### Mini Golf

- There is a small mini golf course to the north west of the site
- There is access to the course via a steeply sloping grass bank
- There is gravel to the ground here





## Service Points

- There are Service Points at intervals around the site, please check the site map for details
- All of the service points are on concrete settings, with dropped kerbs to access
- The paths around the Service Points can be as narrow as 800mm wide
- The water taps are at a maximum of 780mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 1120mm high



## Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the exit of the one way system
- The taps are 780mm high, mounted on a 100mm 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 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 Park and Ride in Whitby with spaces for motorhomes.
- The closest bus stop is in Sleights, 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.