

Accessibility Guide for Silverbank Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ silverbank@camc.com

☎ 01307 468917

🌐 <https://www.caravanclub.co.uk/club-sites/scotland/aberdeenshire/silverbank-club-campsite/>

At a Glance

Level Access

- The site is relatively level throughout, however the dog area slopes

Step only Access

- The information room has 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

Silverbank Club Campsite
North Deeside Road,
Banchory,
Aberdeenshire,
AB31 5PY,
Scotland

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 during the day, and there is no barrier to access the site
- The ground slopes up towards the reception from the site's entrance, with hard surfaced paths linking facilities.

Parking

- A new arrival bay is set within a few metres of the Reception building.
- There is a small visitor car park outside of the gates, with space for approximately four vehicles, on a grass setting with no marked bays
- There are no late night arrival bays

Entrance into Reception

- There is a tarmac, level approach to the reception
- The Entrance door is 800mm wide, over a 20mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1300mm above ground level



Entrance to reception

Reception

- There is approximately 2500mm x 2900mm turning space, clear of the desk and furniture
- The reception desk is set 850mm above the floor with no dropped section
- There are a selection of items available for sale, the main shelf is 870mm high
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally set relatively level throughout

- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps, these have spaces in them to allow for people in wheelchairs to use the roadways

Pitches

- There are 62 pitches on site, all 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 7 hardstanding pitches which are between 5 and 50 metres from the toilet block and 10 and 50 metres reception

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 north of the site, close to the reception building
- The accessible facilities are accessed via a paved path
- The door is 900mm wide, over a level threshold, and opens outwards
- The cubicle door is secured by RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 1900mm x 2700mm
- The WC pan is left hand transfer.
- The shower seat is left hand transfer
- The toilet seat is 430mm, and the shower seat is 460mm above the floor level
- The clear space to the side of the toilet is 1100mm 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 1050mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1450mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There is one toilet and shower block which is to the north of the site, close to the reception building
- There is no parking available near the toilet block
- Entrance doors are accessed by a paved area, which is level with the roadway
- The female area has 4 WC cubicles, 3 Shower cubicles and 3 Privacy Washbasin cubicles
- The male area has 3 WC cubicles, 3 Urinals, including 1 lower Urinal, 3 Shower cubicles and 4 Privacy Washbasin cubicles
- The shower cubicles have a 100mm step down into the “wet area”
- There is a modified WC, Shower and Privacy Washbasin cubicle in each area, with grab rails to assist with mobility
- Taps in each area incorporate lever controls



Other Facilities

Dishwashing – Toilet Block

- The dishwashing area is accessed via the paved path around the toilet block
- The door opens via a sliding door to 650mm wide over a 20mm threshold
- There are 2 sinks at 900mm high with 850mm kneespace underneath
- Lever taps available



Laundry – Toilet Block

- There is access via the paved path around the toilet block

- The door opens to 750mm wide, over a 10mm threshold and opens outwards
- There is 2200mm x 2000mm manoeuvring space
- There is one top loading washing machine and one front loading tumble dryer
- There are 2 sinks at 900mm high with 850mm knee space below
- Lever taps fitted



Information Room – Adjacent to Reception

- Access via the tarmaced area around reception
- The door opens to 720mm wide, over a 50mm threshold and opens inwards
- There is approximately 1900mm x 900mm manoeuvring space within the information room
- Information is displayed between 700mm and 1100mm high



Dog Area

- There is a dog area to the west of the site
- The approach to the dog area is across grass
- There is a 1200mm wide gate, with a 30mm lip
- The ground in the dog area is grass, and slopes



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 a path to access from the adjacent roadways
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 900mm high, with cross head taps
- Chemical Waste Points can be found at some of the service points, please check the site map for details



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located opposite the toilet block
- The taps are 1100mm 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

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 with in the 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 600 metres from the site, with buses to Aberdeen and Braemar however there is no dropped kerb to cross the road
- There is a further bus stop across the road with buses to Banchory, again with no dropped kerb to cross the road

Taxi

- Please contact the site who keep a list of local taxi companies however none of the local taxi companies facilitate for wheelchair users