

Accessibility Guide for Alderstead Heath 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/surrey/alderstead-heath-caravan-club-site/>

At a Glance

Level Access

- There is level access to all facilities except the Glamping Pods

Step only Access

- The Glamping Pods have step only access

Accessible Toilets and Showers

- There is Accessible Toilet and Shower facilities in the Top 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

Alderstead Heath Caravan Club Site
Dean Lane,
Merstham,
Redhill,
Surrey,
RH1 3AH

Arrival and Reception

Approach Route

- The reception building is on the left hand side past the visitor parking area
- Access onto the site is via a card controlled barrier, with a card reader at 1000mm high.
- The ground is gravel in the visitor parking area and is tarmac and level in the new arrival area with hard surfaced paths linking facilities.

Parking

- A new arrival bay is set within a few metres of the reception building.
- There is a parking area for visitors that is combined with the late night arrival bays. The visitor parking area has gravel on the ground
- There are 3 late arrival bays next to the visitor bays, with access to an electric connection charging bollard.

Entrance into Reception

- The entrance into reception is via a dropped kerb onto a pavement which leads directly into reception
- The entrance door is 700mm wide
- The entrance doors are not power assisted, and open inwards
- A call point is available to summon assistance, this is 1500mm above ground level



Reception

- There is approximately 1500 x 1500mm turning space, clear of the desk and furniture
- The reception desk is set 940mm above the floor and incorporates a dropped counter at 800mm
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is generally level however there is a slight slope on the route to some of the pitches (110 to 124)
- Pedestrians share vehicles routes which are well maintained tarmac, but do incorporate speed bumps

Pitches

- There are 201 pitches on site, 71 of which are hardstanding
- Roll out mats are not provided
- There are no designated accessible pitches, however there are three pitches that are usually recommended for people with accessibility needs, these have a choice of gravel or tarmac surfaces and are close to the Top Toilet Block
- There are a few pitches within 25 metres of the toilet blocks
- There are 3 pitches within 130 metres of reception
- Pitches are allocated according to your needs or preference, so please contact us in advance to discuss your requirements.

Camping Pitches

- There are 12 camping pitches on the site, all of which are on grass.
- All of the camping pitches are within 50 metres of a toilet block
- All of the pitches have electric hook ups

Toilets and Changing Facilities

Accessible Toilets and Bathing facilities – Top Toilet Block (Next to pitch 36)

- A combined Accessible Toilet and Shower cubicle is located in the Top Toilet Block, which is closest to the pitches recommended for people with accessibility needs
- The cubicle 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 3000mm x 2350mm
- The WC pan is right hand transfer.
- The shower seat is left 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 1000mm 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 1100mm high
- The shower head is fitted on a sliding rail, which is a minimum of 1300mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There are two toilet and shower blocks, one in the upper part of the site and the other on the lower part of the site
- There is space for parking by both of the toilet blocks, however permission from the site wardens is needed to park here
- There is a dropped kerb to access both of the toilet blocks and each toilet block has level entry from the pavement
- Each female area has 8 WC cubicles, 4 shower cubicles and 6 washbasin privacy cubicles
- Each male area has 4 urinals, 5 WC cubicles, 4 shower cubicles and 6 washbasin privacy cubicles
- There is also a modified WC cubicle, shower cubicle and washbasin privacy cubicle to each male and female area. These are fitted with an outward opening door and grab rails.
- There is also a lower urinal in each male area of the toilet blocks
- Taps in each block incorporate lever controls



Access to the top toilet block is via a dropped kerb



Access to the lower toilet block is via a dropped kerb or a tarmac path

Other Facilities

Dishwashing – Top Toilet Block

- There is a level approach from the paved area surrounding the toilet block
- The door is 800mm wide over a level threshold and is usually held open
- The clear space in front of the sinks is only 830mm deep
- There are 3 sinks in an 860mm high work surface with 550mm kneespace



Dishwashing – Lower Toilet Block

- There is a level approach from the paved area surrounding the toilet block
- The door is 800mm wide, over a level threshold and opens outwards
- The room's dimensions are 1150mm x 2900mm
- There are 3 sinks in an 860mm high work surface with 550mm kneespace
- There are lever taps available



Laundry – Top Toilet Block

- There is level access via an alcove that leads to the laundry and female toilets
- The door is 870mm wide over a level threshold and is usually held open
- There are two front loading washing machines and two front loading tumble dryers, however one tumble dryer is set on top of the other and may be difficult to reach
- There are two sinks which are 855mm high, however one is difficult to access as there is only 700mm space between the sink and the machine
- There are lever taps fitted



Laundry – Lower Toilet Block

- The door is 800mm wide over a level threshold and opens outwards
- There is one front loading washing machine and one front loading tumble dryer
- There are two sinks at 855mm high, however there is only 840mm between the sinks and the washing machine
- There is only 630mm between the wall and the sink
- There are lever taps fitted



Family Room – Top Toilet Block

- Level access via the paved area surrounding the toilet block
- The door is 870mm wide over a level threshold. There is a keypad lock on the door at 1300mm high, please ask at reception for the code
- There is a half sized bathtub with a shower above
- There is also a shower area to the right hand side of the room
- The rooms dimensions are 1400mm x 4100mm however the room narrows to 500mm wide space next to the bath
- There is a drop down baby change table, which 1000mm high



Information Room – Near Reception

- There is ramped paving to the door from a dropped kerb
- The door is 720mm wide with a 100mm threshold
- The rooms' dimensions are 2400mm x 1900mm with good space for maneuvering
- The leaflets are placed between 500mm and 1200mm high



Service Points

- There are service points at various intervals around the site, please check the map for details
- All of the service points are 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 870mm high, with cross head taps
- Chemical Waste Service Points can be found at various intervals across the site



Play Area

- There are two play areas on site, one close to the lower toilet block and the other towards the Glamping Area

- The play area near the lower toilet block is accessed across grass with a 1200mm wide gate at either side of the playground
- The playground near the lower toilet block has a range of play equipment mounted on safety flooring
- The play area close to the Glamping Area is accessed across grass and all of the equipment is on grass



The playground near the lower toilet block is mounted on safety flooring



The play area near the glamping pods can be accessed via a set of stairs from the upper part of the site

Dog Wash and Dog Stopover Area

- The Dog Wash is opposite the Dog Stopover Area, these are both toward the north of the site
- The Dog Stopover Area is accessed across grass, via a 1000mm wide gate
- There is a Dog Walk close to the entrance of the site



The Dog Wash is on the opposite the Dog Stopover Area, across the road

Onsite Accommodation

- **There is onsite accommodation available to book to stay in. The details of the accommodation are below.**

Glamping Pods

- There are 3 Glamping Pods situated on the lower section of the site at the east of the site.
- The Glamping Area is accessed via a two way tarmac road for both pedestrians and vehicles or via steps from the main site road onto a grass area opposite the pods.
- There is a gravel car park with designated parking per pod.
- There is a gravel footpath leading from the gravel car park to each pod. This is on a slight slope and levels out once you get to the pods.
- Steps up to each pod with handrails to both sides.
- Entrance doors are 830mm wide over a 70mm threshold.
- Corridors within can be as narrow as 430mm.
- The bathroom has very narrow walkways - it can only accommodate one adult at any time.
- Lever taps in bathroom and kitchen



Stepped access up to Glamping Pod only.



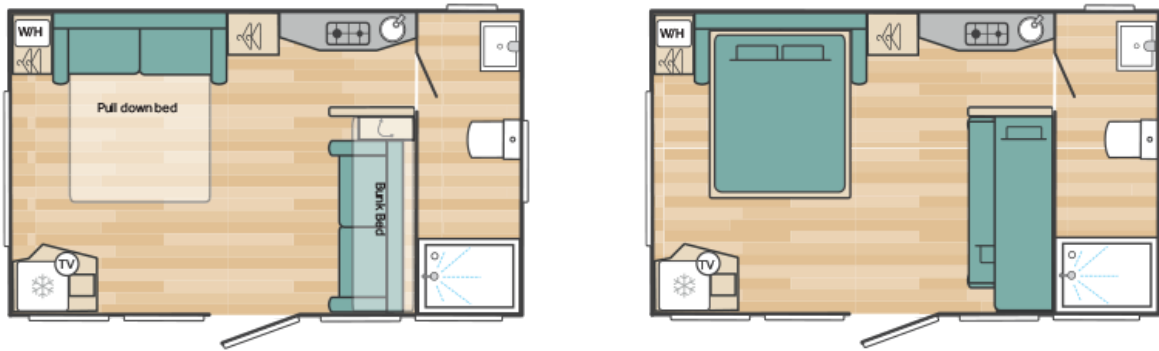
The corridor to the kitchen and bathroom is very narrow as can be seen in the left of the photos.



With all of the beds pulled out there is limited moving space.



The main double bed is a “Pull Down” with the handle for this at 2meters high. The bed requires a reasonable amount of effort to pull out.



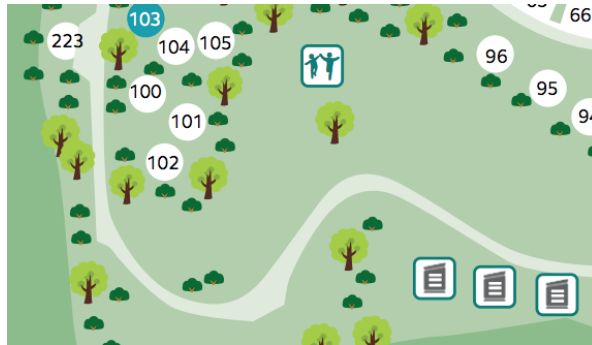
Floorplan of the Glamping Pod in both daytime and nighttime layouts.



The bathroom inside the Glamping pods is very narrow.



The approach to the Glamping Pods is via a two way tarmac road for both pedestrians and vehicles or via steps from the main site road onto a grass area opposite the pods.



Layout of the Glamping Pods on site



There is a parking space for each glamping pod on gravel



The path to the glamping pods is gravel

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 next to the Late Night Arrival area in the event of an emergency
- Please ask at reception for more information

Customer Care and Staff Training

- All on site staff have received disability awareness and etiquette training.

Public Transport

- The nearest train station is Coulsdon South, which is 3.4miles away. You can get to London in 30 minutes from here.

Taxi

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