

Accessibility Guide for Englethwaite Hall Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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☎ 01228 560202

🌐 <https://www.caravanclub.co.uk/club-sites/england/lake-district/cumbria/englethwaite-hall-caravan-club-site/>

At a Glance

Level Access

- The site is set on different levels, and has some steeper slopes particularly to the Dog Area

Step only Access

- The Dog Walk and Dog Area are accessed via step or a steep slope

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

Englethwaite Hall Caravan Club Site
Armathwaite,
Carlisle,
Cumbria,
CA4 9SY

Arrival and Reception

Approach Route

- The site is accessed by a 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 3 visitor cars to park within 10 metres of the reception, on the tarmac drive, however there are no designated accessible bays
- There are no late night arrival bays

Entrance into Reception

- The reception is accessed by a level footpath, which is 1800mm wide, and accessed by a dropped kerb
- The Entrance door is 750mm wide over a 100mm step with a 60mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1450mm above ground level



Reception

- There is approximately 1000mm x 2800mm turning space, clear of the desk and furniture
- The reception desk is set 900mm above the floor with no dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is set on different levels, and the pitches are in clusters amongst the trees

- Pedestrians share vehicles routes, which are well maintained tarmac with no speed bumps

Pitches

- There are 67 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 2 hardstanding pitches on site, which are within 30 metres of the reception and 70 metres of the information room which may be suitable for those with accessibility needs

Toilets and Changing Facilities

There is no toilet block on site

Other Facilities

There is no dishwashing or laundry facilities on site

Information Room

- The information room is approximately 40 metres from the reception
- The double door opens to 500mm wide on either side, over a 10mm threshold
- The room's dimensions are 2200mm x 1900mm
- Information is displayed between 400mm and 1700mm high



Dog Walk

- There is a dog walk to the east of the site
- There is access to the dog walk via steps or a steep slope to the north east of the site or a more gentle path to the south of the site
- The dog walk changes level throughout, and has natural ground



Dog Area

- There is a dog area to the North East of the site, which is accessed via a steep grass slope
- There is a 900mm wide gate, with a latch 1200mm high
- The ground here is grass



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 level access from the adjacent roadways
- 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 with taps at 800mm



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located opposite the reception
- The taps are 750mm 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 close to 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

- The nearest bus stop is 2.8 miles with services to the nearby towns.
- There is a train station 3.9 miles from the site with trains to Carlisle and Newcastle.

Taxi

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