

Accessibility Guide for Ilfracombe Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ ilfracombe@camc.com

☎ 01271 862848

🌐 <https://www.caravanclub.co.uk/club-sites/england/devon-and-cornwall/devon/ilfracombe-caravan-club-site/>

At a Glance

Level Access

- The site slopes throughout, with some level areas

Step only Access

- The reception has step only 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

Ilfracombe Caravan Club Site
West Down,
Ilfracombe,
Devon,
EX34 8NE

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
- There is no entrance 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 4 cars to park opposite Reception, however there are no marked bays or disabled bays
- There are no late night arrival bays

Entrance into Reception

- There is a sloping pavement up to the reception
- The Entrance door is 800mm wide with a 120mm step in
- The entrance door is not power assisted, and opens inwards



Reception

- There is a small information room just before the reception, there is an internal door leading to the reception
- The internal door is 750mm wide
- There is approximately 1650mm x 1200mm turning space, clear of the desk and furniture
- The reception desk is set 850mm above the floor with no dropped section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site slopes gently throughout, with some level areas
- Pedestrians share vehicles routes which are well maintained tarmac, there are is one speed bump outside of the reception building

Pitches

- There are 90 pitches on site, all of which are grass surfaced
- Temporary multipurpose access rubber matting is 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 3 grass pitches, on a level area near reception, which are recommended for those with accessibility needs
- There are some further level pitches on site, these are over 50 metres from reception

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 – Reception Lobby

- The information room is within the reception lobby
- The door is 800mm wide with a 120mm step in
- There is approximately 1500mm x 1200mm circulation space
- Information is displayed on a shelf at 900mm high



Dog Walk

- There is a dog walking area to the south east of the site
- There is a 1200mm wide gate to access
- The ground is grass



Dog Walk

Playground

- There is a children's play area to the south west of the site
- This is a large grass area



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 adjacent roadways
- The paths around the Service Points can be as narrow as 750mm 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 1000mm high



Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the reception block
- The taps are 1000mm 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 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.

Taxi

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