

Accessibility Guide for Stover Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ stover@camc.com

☎ 01626 361430

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

At a Glance

Level Access

- The site is relatively level throughout

Step only Access

- There is no 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

Stover Caravan Club Site
Newton Abbot,
Devon,
TQ12 6QG

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 a card controlled barrier to access 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 2 visitors to park adjacent to reception, these are unmarked bays and do not have a designated disabled bay
- There are no late night arrival bays

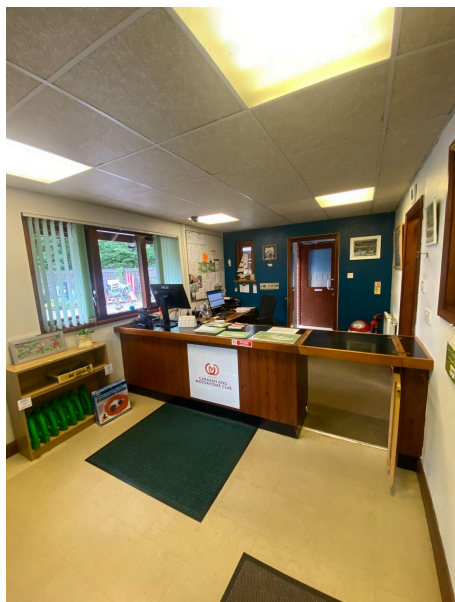
Entrance into Reception

- There is a dropped kerb to a 1250mm wide ramp to reception to give level access from the ground
- There is an alternative entrance via 2 steps to reception
- The Entrance door is 855mm wide over a level threshold
- The entrance door is not power assisted, and opens inwards



Reception

- There is approximately 2150mm x 2800 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 generally set relatively level throughout
- Pedestrians share vehicles routes which are well maintained tarmac

Pitches

- There are 74 pitches on site, all of which are hardstanding
- Temporary roll out rubber accessibility 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 3 pitches within 15 metres of a service point and within 75 metres of the reception, which may be suitable for those with accessibility needs

Toilets and Changing Facilities

There are no Toilet or Shower facilities on site. Including no Accessible Toilet or Shower cubicles.

Other Facilities

There are no Dishwashing or Laundry facilities on site.

Information Room – Adjacent to Reception

- Access via the ramp or the steps to reception
- The door is 850mm wide, over a level threshold and opens inwards
- The room's dimensions are 1300mm x 2100mm
- Information is displayed on a shelf at 880mm high



Dog Walk

- There is a dog walk in a wooded area to the south of the site
- The ground is unsurfaced and natural footing
- There is no gate to access



Service Points

- There are three Service Points around the site, please check the site map for details
- All of the service points are on raised concrete settings, with level access from adjacent roadways
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Emptying Points can be found here too with a tap at 750mm high
- Bins are located centrally at the entrance to the site, however the ground to the surrounding area is grass and can be uneven in places. If assistance is required the site staff will help when available



Service Point

Motorhome Service Point

- There is one Motorhome Service Point on site, located close to the site entrance
- The taps are mounted on a 110mm kerb and 1150mm 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 near the dog walk 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 service which stops outside of the site, which runs towards Newton Abbot

Taxi

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