

Access Statement – Hertford Site

Your Point of Contact

- For bookings please call 02476 475 426
- For site queries please contact 01992 586 696
- Site Page www.campingandcaravanningclub.co.uk/hertford

Your Arrival on Site

- Train Station 1 ½ miles from site. Bus Stop 1 ½ miles from site
- There is one small brown sign on the 414 to Hertford, one large site sign on entrance
- One keypad operated barrier that is automatic on exit. It's locked between 11pm and 7am. Out of hours instructions are clearly visible next to the reception door
- Overnight parking for cars is available just outside the main site gate
- Tarmac from the road way to site entrance
- The visitors parking doubles as the overnight which is just outside the main site gate
- New arrivals should pull up to the please stop here sign before the barrier. The surface is tarmac and its level
- No designated accessible parking near to reception
- There is no handrail attached to the reception wall
- No steps leading to reception, flat level paving slabs
- A hedge lines the path to reception

Your Check in

- The reception is clearly signed for arrivals
- Opening hours 9am-10:30am then 2pm-6pm
- There is clear signage on the reception door with an emergency contact number to an on duty team
- Level concrete slabs leading to reception
- Slight lip on the door when entering reception
- Clear floor space in reception, narrow floor space around the counter not suitable for wheelchairs
- No low level reception counter, but a member of staff will leave the office if required

Your Pitch

- Cars can be parked next to all pitches on site
- There are at least 33 hardstanding pitches close to a facility block
- Loose, large gravel on all hardstanding pitches
- There are 3 hardstanding's and 8 grass pitches near the accessible facilities

Your Facilities

- There is a clear, well maintained path leading to the facilities
- No steps to the front of the facility blocks, there is a step from the side entrance on both the men's & ladies
- There are level paving slabs leading to the facilities with a very slight slope
- There is level access to the family room
- There are no semi-ambulant cubicle's in the men's and ladies
- All sinks have screw top taps throughout with the exception of the family room that has a lever tap
- There are fold down seats in all showers
- The showers are operated by a dial in the men's and ladies, the family room has no shower facilities
- The men's and ladies showers have a level floor on entry and a small 2 inch step down into the shower tray
- The facility block is lit at night with low level wall mounted lights, inside and out

Your Accessible Facilities

- There is a flat level concrete slab path leading to the accessible facility
- There are no handrails leading to the facility but there is a handrail fixed on the inside of the door as you open it
- There is flat level access in to the accessible facility
- There are handrails next to the toilet
- There is no large size flush handle
- There is transfer space to the left of the toilet
- The wash basin cannot be reached from the toilet
- The washbasin has a normal lever top tap
- There is a hand dryer located in the room
- There is a low level mirror above the sink that does not extend to full height
- The shower has a number of handrails
- The shower is dial operated
- The shower is open access, not a cubicle
- The shower head is height adjustable
- The floor is nonslip
- There is no hair dryer in the facility
- There is an emergency chord next to the toilet and in the shower. Both can be reached from the floor
- The emergency alarm can be heard from both staff pitches and also reception
- The accessible room is kept unlocked at all times

Your Laundry and Food Preparation Areas

- The laundry and food preparation areas both have level access
- The approach path is concrete slabs
- The taps are screw top
- The washing machine is front loading and can be reached from the floor
- The tumble dryers are front loading and can be reached from the floor
- There is a wall mounted iron
- There is a freestanding iron board
- There are indoor washing up facilities available
- All washing up sinks have screw top taps
- There is no outdoor drying
- There is low level sink in the indoor washing up areas

Your Recreational Areas

- There is no indoor recreation area
- There is an outdoor children play area
- This is accessible over grass with no designated path
- There is a single bench overlooking the play area
- The play area has a rubber surface with no raised edges
- This entire area is fenced in with two gated entrances

Waste, Fire and Evacuation

- There is a flat, level tarmac road leading to the refuse area
- There are no steps or kerbs restricting access to the refuse area
- There is a waist high fence either side of the entrance ramp which may be used as a handrail and a fence surrounding the compound
- All bins on site are full height industrial 1100L units. 1.3m high
- There is a fire triangle located at all water points which has unrestricted access over grass
- The firefighting equipment can be found at the water points and is accessed over grass
- The assembly points are located in the main car park which is mostly tarmac with some loose gravel; the other is at the far end of the site near the facilities which is over grass
- Campers are asked to read the site leaflet on arrival which has information about the assembly points. There are clear signs in place

Miscellaneous Information

- There are speed bumps along the main site road
- At night there is low level lighting on the outside of all blocks and the rest of the site is dimly lit by hook-up bollards
- The main reception car park can hold at least ten cars
- The overnight carpark can hold at least ten cars; there is not sufficient room for caravan's or motor homes to park overnight
- There are a small number of benches dotted around the site

Ready Camp

- There is one car parking space next to each unit. Other cars must be parked in the car park near reception
- There are no designated paths leading to the units, access is all over grass
- Three units on site have a single step up
- Further information can be found at www.readycamp.co.uk