

## Accessibility Guide for Abbey Wood Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

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☎ 020 8311 7708

🌐 [caravanclub.co.uk/club-sites/england/south-east-england/london/abbey-wood-caravan-site/](http://caravanclub.co.uk/club-sites/england/south-east-england/london/abbey-wood-caravan-site/)

### At a Glance

#### Level Access

- All areas of the site have level access except the Camping and Glamping Pods

#### Step only Access

- Glamping Pods and Camping Pods have step only access

#### Accessible Toilets and Showers

- There is a combined Accessible Toilet and Shower cubicle in Toilet Block B

#### 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

Abbey Wood Caravan Club Site  
Federation Road,  
London,  
SE2 0LS

## Arrival and Reception

### Approach Route

- The reception building is on the right hand side of the entry road
- There is a gate at the entrance from the road that is left open during the day but access into the site is controlled via a vehicle barrier controlled by card access.
- 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 a graveled parking area for visitors within 30 metres of reception
- There is a Late Night Arrival area on the left hand side of the entry road, this has a graveled surface, space for 2 vehicles and electric connection

### Entrance into Reception

- The entrance into reception is via a dropped kerb, onto a pavement.
- The pavement gently slopes up to the entrance door, there are no handrails in this area
- The Entrance door is 830mm wide, over a level threshold
- The entrance door is not power assisted, and opens inwards
- A call point is available to summon assistance, this is 1300mm above ground level on the entrance door



## Reception

- There is approximately 3200 x 3800mm turning space, clear of the reception desk and furniture
- The reception desk is set 900mm above the floor and incorporates a dropped section which is 700mm high
- The desk is not fitted with a hearing loop
- There is a small selection of groceries and ice creams available to purchase from reception



## Getting around the Site

- The site slopes gently throughout, however does get steeper toward the back of the site where the Glamping Pods are
- Pedestrians share vehicle routes which are well maintained tarmac, but do incorporate speed bumps

## Pitches

- There are 111 touring pitches on site, 95 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 9 awning and 5 non-awning hardstanding pitches within 60 meters of the toilets which are recommended for people with accessibility needs

## Camping Pitches

- There are 35 pitches in total, all on grass, on one central field towards the rear of the site
- The field has some level areas for pitching but overall is on a gradient of approximately 1:10
- There are 25 pitches with electrical hook-up, and 10 pitches without
- There are two parking areas serving the tent field, one on each side of the camping area, and these are on a similar gradient to the camping area
- Access to the camping field from the car parks is over gravel and a wooden edging strip
- The closest service point with water and drainage is located next to A block (no chemical waste) - the nearest chemical waste point is either at B block or the service point opposite C Block
- Although the camping field is served mainly by Toilet Block C, it is equidistant between all 3 blocks
- Access for pedestrians from the camping area to the main site entrance is on hard-surfaced roads with no pavements



## Toilets and Changing Facilities

### Accessible Toilets and Bathing Facilities – Toilet Block B

- A combined Accessible Toilet and Shower cubicle is located in Toilet Block B which is located to the middle of the site
- The cubicle door is 840mm 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 2050 x 2400mm
- The WC pan is left 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 1150mm above floor level
- The basin taps and shower controls are fitted with levers



### Standard Toilets and Washrooms

- There are three toilet and shower blocks, Toilet Block B is to the middle of the site, Toilet Block A is to the east of the site and Toilet Block C is to the south of the site. Toilet Block C is only open in the summer months
- There is parking available, near to Toilet Block B but not immediately outside
- All of Toilet Block B is accessed via dropped kerbs onto the pavements
- Toilet Block A is accessed via a path that is level with the road, there is a brick paved path that runs around the block which is 1450mm wide
- Toilet Block C is accessed via a path which is level with the road from the side with the female toilets

- There is a ramp to access the male facilities in Toilet Block C, which reaches 1100mm in height and there is a single handrail to the ramp
- The doors to all Male and Female facilities have a small threshold at the door, of no more than 25mm
- The female area in Toilet Block B has 6 WC Cubicles, 5 Shower Cubicles and 6 Privacy Cubicles
- The male area in Toilet Block B has 4 WC Cubicles, 4 Urinals, 5 Shower Cubicles and 6 Privacy Cubicles
- The female area in Toilet Block A has 5 WC Cubicles, 5 Shower Cubicles and 5 Privacy Cubicles
- The male area in Toilet Block A has 4 WC Cubicles, 4 Urinals, 5 Shower Cubicles and 6 Privacy Cubicles
- The female area in Toilet Block C has 6 WC Cubicles and 4 Shower Cubicles
- The male area in Toilet Block C has 6 WC Cubicles, 1 Trough Urinal and 4 Shower Cubicles
- There are modified cubicles in Toilet Blocks A and B. These are fitted with grab rails.
- There is a lower urinal which is 520mm from the floor, in Toilet Block A and B, with a grab rail
- Taps in each block incorporate lever controls



Access to Toilet Block B is via a dropped kerb or a sloping path from the back



Access to Toilet Block A is via a level paved footpath



Access to Toilet Block C is via a slight slope with a handrail to one side

## Other Facilities

### Dishwashing – Toilet Block B

- There is level access to the dishwashing room from the brick paved path surrounding the toilet block
- The door is 830mm wide over a level threshold and opens inwards
- The room's dimensions are 2050mm x 2350mm
- There are 3 sinks at 900mm high
- There is one sink at 800mm high
- Lever Taps to the sinks



### **Dishwashing – Toilet Block A**

- There is level access to the dishwashing room from the brick paved path surrounding the toilet block
- The door is 800mm wide over a level threshold and opens inwards
- There is 2050mm x 2350mm clear space internally
- There are 3 sinks at 900mm high
- There is one sink at 800mm high
- Lever Taps to the sinks



### **Dishwashing – Toilet Block C**

- There is level access to the Dishwashing room from the brick path surrounding the toilet block, the dishwashing room is at the back of the block
- The door is 760mm wide over a 20mm threshold and opens inwards
- The room's dimensions are 3050mm x 1400mm
- Two sinks are 900mm high
- One sink is at 800mm high
- Lever Taps to the sinks





### Laundry – Toilet Block B

- The door is 800mm wide over a 20mm threshold and opens outwards
- The room is 3950mm wide and 1950mm deep but narrows to 1100mm between the sink and machines
- There is a front loading washing machine and a front loading tumble dryer, both have coin slots at 1060mm high
- There are 2 sinks at 900mm high
- There are lever taps fitted



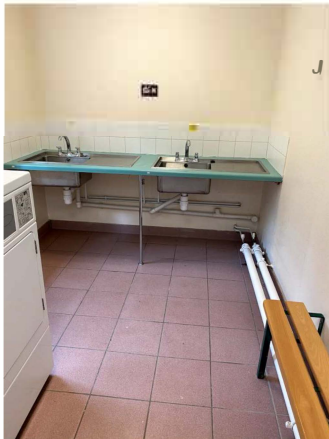
### Laundry – Toilet Block A

- The door is 800mm wide over a level threshold and opens outwards
- The room is 2900mm wide x 2350mm deep but it narrows to 1350mm in front of the machines
- There is a front loading washing machine and a front loading tumble dryer, both have coin slots at 1060mm high
- There are 2 sinks at 900mm high
- There are lever taps fitted



## Drying Room – Toilet Block C

- There is a drying room to the back of the toilet block
- The door is 800mm wide with a 20mm weather strip and opens inwards
- Internally the room is 3150mm wide x 2150mm deep but narrows to 110mm deep between the machines and the bench
- There is a front loading dryer that has controls at 1250mm high
- There are 2 sinks at 900mm high
- There are 9 hooks at 1550mm high
- There is a bench at 450mm high and 300mm deep
- There are lever taps fitted



## Baby and Toddler Room – Toilet Block B

- There is level access to the Baby and Toddler Room from the brick paved path around the block
- The door is 800mm wide
- There is a half sized bathtub and lowered WC at 300mm high
- There is 1400 x 1400mm manoeuvring space clear of sanitaryware and furniture
- There is a fold down changing table that is 900mm high
- There is a moveable shower chair in the room



## Information Room – Within Reception Building

- There is access to the information room via dropped kerb and a sloping pavement
- The door is 850mm with a slope up to the door
- Internally there is maneuvering space of 1720mm x 3850mm
- The leaflets are placed between 940mm and 1200mm high
- There are 3 small cupboards under a shelf which is 950mm high



## Service Points

- There are service points at various intervals around the site, please check the map for details
- Chemical Waste Service Points can be found at various intervals across the site with taps at 1300mm high
- The paths around the Service Points can be as narrow as 600mm wide
- The water taps are at a maximum of 700mm high, with cross head taps
- There is a Camper Clean unit at the Motorhome Waste Point outside of Toilet Block B
- The Camper Clean is set on a 100mm kerb with no dropped section
- The Camper Clean coin slot is 1700mm high, with the “Start” button at 1640mm



The Camper Clean is outside of Toilet Block B



Chemical Waste and Service Points can be found at various locations around the site

### Play Area

- There is a children's play area with level access via a tarmac path
- The gate is 1350mm wide
- There is safety flooring under a range of play equipment



### Dog Walk

- There is a dog walk at the west of the site
- There is a 1300mm wide gate
- The dog walk is accessed via grass and the ground to dog walk is wood chippings



## Public Telephone

- There is a public telephone available outside of Toilet Block B
- This has level access via the pavement
- The kiosk is approximately 800mm x 800mm
- The coin slot is 1550mm high



## Onsite Accommodation

- **There is a range of onsite accommodation available to book to stay in, the details of which are below.**

## Glamping Pods

- There are 3 glamping pods situated on the hillside to the south of the site.
- These are accessed via the main site road.
- Each pod has a parking space in front of the pod, with a gravel path leading from the parking space to the pod
- Gravel surface path leading from gravel parking to each pod.
- There are 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



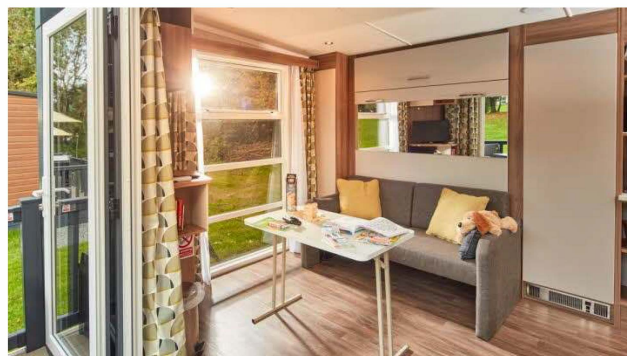
Stepped access up to Glamping Pod only.



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.



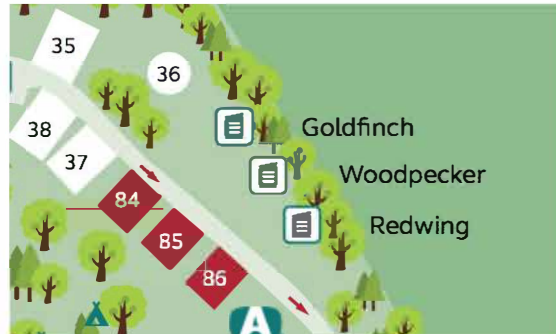
The main double bed is a "Pull Down" with the handle for this at 2meters high. The bed requires a reasonable amount of effort to pull out.



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



The bathroom inside the Glamping pods is very narrow.



Layout of where the Glamping Pods are on site



Each of the glamping pods have their own parking spaces directly in front of them

## Camping Pods

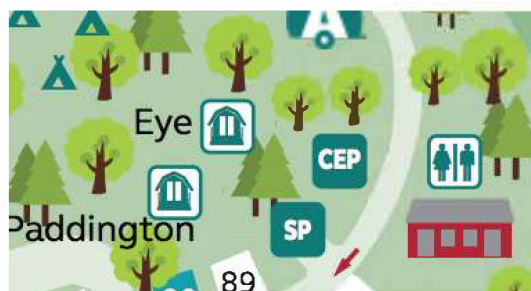
- There are 2 camping pods situated at the top of the camping field.
- These are set on a level part of the site.
- Each pod has its own parking space
- The pods can be accessed from the parking spaces via a 10m footpath which is both wood chips and then paved
- There are 3 steps up to each pod with handrails to both sides.
- Overall dimensions are 3400 x 2200mm.
- Contains a futon that becomes a bed, two camping chairs and a table.



There is stepped access into the camping pods only



There is moveable furniture which can allow for extra room for movement.



The camping pods are within 50m of Toilet Block C





## **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 close to the entrance and Late Night Arrival bays 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**

- Abbey Wood train station is approximately a ten minute walk away, and there are direct trains into London Bridge Station every 10 - 15 minutes.

### **Taxi**

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