

Accessibility Guide for Altnaharra Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ altnaharra@camc.com

☎ 01549 411226

🌐 <https://www.caravanclub.co.uk/club-sites/scotland/highlands/altnaharra-club-campsite/>

At a Glance

Level Access

- The site is not on level ground

Step only Access

- The whole site is set on uneven ground with no hard roads, the service point is accessed across grass at the top of a sloping grass bank

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

Altnaharra Club Campsite
Altnaharra,
Lairg,
Highlands,
IV27 4UE,
Scotland

Arrival and Reception

Approach Route

- Access onto the site is via a long single track road
- The reception building is on the left hand side and visible on entrance
- There is no gate or barrier to the site
- There is a paved path to the reception building

Parking

- There is no marked out arrival bay
- There is no visitor parking area, however up to 2 vehicles can park on the side of the road, approximately 20 metres from reception. However the ground here is uneven and part of the natural landscape.
- There are no late night arrival bays

Entrance into Reception

- There is a paved path which leads to the reception, and a small ramped area in front of the entrance
- The Entrance door is 750mm wide with a 30mm threshold
- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1400mm above ground level



Reception

- There is approximately 1600mm x1500mm 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 on a natural lakeside setting, and slopes throughout
- Pedestrians share the main vehicle route which is a gravel road



Pitches

- There are 24 pitches on site, all of which are grass
- 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.
- The pitches are generally undulating and on a natural landscape, however the pitches on the lochside are fairly level.

Toilets and Changing Facilities

There are no Toilet or Showering facilities on site

Other Facilities

There are no Dishwashing or Laundry facilities on site

Service Points

- There is one Service Point on the site, please check the site map for details
- The service point is on a concrete setting, which is accessed across grass
- The paths around the Service Points can be as narrow as 650mm wide
- The water taps are at a maximum of 550mm high, with cross head taps
- A Chemical Waste Point can be found here too, with a tap at 650mm high



Motorhome Waste Point

- There is one no Motorhome Waste Point on site

Information

Written Information

- A range of leaflets for local attractions are available in the reception
- 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.

Public Transport

- There is no public transport near the site. The site is approximately 25 miles from the nearest shops in Lairg.

Taxi

- There are no nearby Taxi companies.