

Accessibility Guide for Battle Normanhurst Court Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ battlenormanhurstcourt@camc.com

☎ 01424 773808

🌐 <https://www.caravanclub.co.uk/club-sites/england/south-east-england/east-sussex/battle-normanhurst-court-caravan-club-site/>

At a Glance

Level Access

- The site is set on various levels, which can have steep slopes or steps to access some of the areas

Step only Access

- There is no step only access to any of the facilities

Accessible Toilets and Showers

- There is a combined accessible toilet and shower cubicle in the toilet block

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

Battle Normanhurst Court Caravan Club Site
Stevens Crouch,
Battle,
East Sussex,
TN33 9LR

Arrival and Reception

Approach Route

- Access onto the site is via a long tarmac driveway
- The reception building is on the left hand side at the entrance of the main site
- The gate from the road is left open at all times but access into the site is controlled via a vehicle barrier controlled by card access with controls at 1100mm
- The access road slopes downwards from the entrance to the reception

Parking

- A new arrival bay is set within a few metres of the Reception building.
- There is a parking area for 13 cars, along the access road, on a stone chipping setting, with two marked disabled bays. The route to reception does incorporate a speed bump with no space on either side
- There is a Late Night Arrival area opposite the parking area, on a sloping grass area with space for 2 late night arrivals and electric hook ups



Route to reception

Entrance into Reception

- There is paving with a slight gradient leading to reception, with no level landing
- The Entrance door is 870mm wide over a level threshold

- The entrance door is not power assisted, and opens inwards
- A call bell is available to summon assistance, this is 1300mm above ground level



Reception

- There is approximately 3100mm x 2400mm turning space, clear of the desk and furniture
- The reception desk is set 850mm high with no lower section
- The desk is not fitted with a hearing loop



Getting around the Site

- The site slopes downwards from north to south
- Pedestrians mainly share vehicle routes which are well maintained tarmac, however the smaller access roads to the “cul-de-sacs” and terraced areas are gravel.

- The access road from the reception to the upper toilet block and the access road leading to the southern areas adjacent to the lower toilet block, are set to a steep gradient
- There are a number of footpaths on site, many of them are gravel and have fairly steep gradients

Pitches

- There are 139 pitches on site, 89 of which are hardstanding
- Roll out mats are available for motorhomes
- 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 6 hardstanding pitches, on a level section of the site, between 15 metres and 75 metres of the Upper Toilet Block which may be suitable for those with accessibility needs

Toilets and Changing Facilities

Accessible Toilets and Bathing Facilities – Upper Toilet Block

- A combined Accessible Toilet and Shower cubicle is located in the Upper Toilet Block which is set to the north of the site
- The toilet block is accessed via a dropped kerb to the perimeter path
- The door is 800mm wide, over a level threshold
- The cubicle door is secured by a RADAR key. A key can be borrowed from Reception
- The cubicle's overall dimensions are 2500mm x 2200mm
- The WC pan is left hand transfer, however there is a shelf which may obstruct the transferring space
- The shower seat is left hand transfer
- The toilet seat is 480mm, and the shower seat is 420mm above the floor level
- The clear space to the side of the toilet is 1700mm 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 1300mm above floor level
- The basin taps and shower controls are fitted with levers



Standard Toilets and Washrooms

- There are two toilet blocks on site, the Upper Toilet Block which is to the North of the site and the Lower Toilet Block which is to the South of the site
- Parking is available for 3 vehicles next to the Upper Toilet Block, and for 2 vehicles next to the Lower Toilet Block
- The Upper Toilet Block is accessed via dropped kerbs to the perimeter path
- The Lower Toilet Block is accessed via a 4.5 metre long ramp, with handrails to either side. There is also a set of stone steps available to access the toilet block, with no contrasting nosings to the steps
- The Male and Female Toilets in the Upper Toilet Block have 710mm wide entrance doors, with a raised chamfered threshold of 20mm
- The Male and Female Toilets in the Lower Toilet Block have 720mm wide entrance doors, with a raised chamfered threshold of 15mm
- The female area in the Upper Toilet Block has 5 WC cubicles, 5 Shower cubicles and 3 Washbasin Privacy cubicles
- The male area in the Upper Toilet Block has 3 WC cubicles, 4 Urinals, including 1 lower urinal, 5 Shower cubicles and 4 Washbasin Privacy cubicles
- The female area in the Lower Toilet Block has 5 WC cubicles, 5 Shower cubicles and 4 Washbasin Privacy cubicles

- The male area in the Lower Toilet Block has 5 WC cubicles, 4 Urinals, including 1 lower urinal, 5 Shower cubicles and 3 Washbasin Privacy cubicles
- The Male and Female Toilets in the Upper Toilet Block have a modified WC Cubicle and a modified Shower Cubicle in each area with grab rails.
- Taps in each block incorporate lever controls



Upper Toilet Block



Lower Toilet Block

Baby and Toddler Room - Lower Toilet Block

- The baby and toddler room is accessed via the ramp or steps to the toilet block
- The door is 820mm wide and over a raised chamfered threshold of 30mm and opens inwards
- The rooms dimensions are 2400mm x 1150mm, but the room narrows to 700mm in front of the toilet

- There is a key to open, which can be borrowed from reception. The key lock is at 900mm high
- There is a lowered WC and a regular wash basin with lever taps
- There is a half sized bathtub with a shower over the top, with thumb turn taps
- There is a wall mounted, drop down baby changing table at 1000mm high



Other Facilities

Dishwashing – Upper Toilet Block

- Level approach via paved area
- There are two identical dishwashing rooms next to each other
- The door to each room is 730mm wide over a 30mm raised chamfered threshold
- The room is very narrow, with only 750mm clear space in front of the sinks
- There are 2 sinks, which are counted mounted, and are 850mm high with 700mm kneespace
- Lever taps available



Dishwashing – Lower Toilet Block

- Level approach via paved area
- The door is 750mm wide over a 40mm raised chamfered threshold
- There is 1700mm clear space in front of the sinks
- There are 3 sinks, which are counted mounted, and are 860mm high with 760mm kneespace
- Lever taps available



Laundry – Upper Toilet Block

- Level access via paved area
- The door is 800mm wide over a 20mm raised chamfered threshold
- There is 2000mm space in front of the machines, but it narrows to 900mm in front of the sinks
- There are 2 front loading washing machines, with coin slots at 1050mm
- There is 1 front loading tumble dryer, with coin slots at 1050mm
- There are 2 sinks, at 860mm high, with 770mm kneespace
- Lever taps fitted



Laundry – Lower Toilet Block

- Level access via paved area
- The door is 750mm wide over a 40mm raised chamfered threshold
- There is 1400mm x 3200mm space in front of the machines and sinks
- There are 2 front loading washing machines, with coin slots at 1050mm
- There are 2 front loading tumble dryers, with coin slots at 1050mm
- There are 2 sinks, at 870mm high, with 700mm kneespace
- Lever taps fitted



Information Room – Adjacent to Reception

- Access via the sloping pathway outside of reception, with no level landing
- The door is 900mm over a level threshold and opens inwards
- The room is an L shape, the room's dimensions are 2500mm x 2300mm, the clear space in front of the shelving narrows to 1100mm
- Information is displayed on a shelf at 900mm high



Children's Playground

- There is a playground to the east of the site
- The playground is tiered, with a significant change in level. This can be accessed by steps with a single handrail
- There is a gated entrance to the upper part of the playground which is accessed by a steep, unmade path
- The play equipment is on safety flooring



Dog Walk Pathways

- There is a dog walk adjacent to the playground, with a gated approach
- The initial pathway is level, with gravel but is only 400mm wide, which leads to an un-made pathway through a wooded area



Service Points

- There are Service Points at various intervals around the site, please check the site map for details
- All of the service points are on concrete settings
- The paths around the Service Points can be as narrow as 750mm wide
- The water taps are at a maximum of 750mm high, with cross head taps
- Chemical Waste Points can be found here too with taps at 1150mm high



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located close to the reception
- There is a 120mm kerb, which the taps are mounted on
- The taps are 1150mm from the kerb



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.

Public Transport

- There is a bus service in Catsfield, which is 1.5miles from the site

Taxi

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