

Accessibility Guide for Thetford Forest Caravan & Motorhome Club Site

Contact for Accessibility Enquiries: Please ask for the Duty Manager

✉ thetfordforest@camc.com

☎ 01842 878356

🌐 <https://www.caravanclub.co.uk/club-sites/england/east-anglia/norfolk/thetford-forest-caravan-club-site/>

At a Glance

Level Access

- The site is set generally level throughout with some gentle slopes

Step only Access

- There is a 50mm lip into the information room

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

Thetford Forest Caravan Club Site
High Ash,
Hilborough,
Thetford,
Norfolk,
IP26 5BZ

Arrival and Reception

Approach Route

- The site is accessed via a tarmac driveway
- The reception building is on the right hand side when you enter the site
- There are barriers to the enter and exit 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 4 visitor cars to park approximately 20 metres from the reception, however there are no marked or disabled bays
- There are no late night arrival bays on site

Entrance into Reception

- There is a long, 1100mm wide shallow ramp, in a Z shape to give access to the reception building, alternatively there are two small steps to give access to the upper part of the ramp
- The Entrance door is 850mm wide over a level threshold
- The entrance door is not power assisted, and opens outwards



Reception Building

Reception

- There is approximately 2800mm x 1350mm turning space, clear of the desk and furniture
- The reception desk is set 930mm above the floor with a dropped, lift up section at 750mm
- The desk is not fitted with a hearing loop



Getting around the Site

- The site is tarmac and level
- Pedestrians share vehicles routes, the main access road is concrete but can be uneven
- The rest of site has uneven terrain

Pitches

- There are 80 pitches on site, 37 of which are hardstanding
- Temporary multipurpose access rubber matting is 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.

Toilets and Changing Facilities

There are no toilet or shower facilities on site

Other Facilities

There are no Dishwashing or Laundry facilities on site

Information Room – Adjacent to Reception

- The information room is in a timber shed close to the site entrance
- The double doors open to 700mm wide on either side, with a 50mm lip and open outwards
- The room's dimensions are 1650mm x 2850mm
- Information is displayed on a 900mm high desk



Service Points

- There are Service Points at intervals 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 800mm wide
- The water taps are at a maximum of 800mm high, with cross head taps
- Chemical Waste Points can be found near the service points, with access via natural ground with taps at 1100mm high



Motorhome Waste Point

- There is one Motorhome Waste Point on site, located near at the far end of the main access road
- The taps are between 1200mm and 1300mm 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 opposite the 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 a 30 minute walk away, along a busy road with services to Kings Lynn

Taxi

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