

Access Statement for Bucklegrove Caravan and Camping Park

Introduction

- We are a Family-run and Family-orientated Park set in open countryside within the Cheddar Valley approx 72m (235ft) above Sea Level within an 'Area of Outstanding Natural Beauty'. We strive to ensure that all visitors to the Park enjoy the facilities and are happy to provide help or assistance during your stay.

Pre-Arrival

- Our Park can accommodate tents, trailer tents, touring caravans and motor homes. We also have several Caravan Holiday Homes for hire, however none are modified for disabled use.
- We can accept bookings via telephone, email or fax. Our website has up to date information about the Park and a copy of this Access Statement can also be sent by post. Booking conditions are printed on the inside cover of the current tariff leaflet, on our website and available separately on request.
- We are contactable between 0900-1700 by phone (out of hours answer phone), fax, e-mail or post (after hours mobile number in emergency).
- The nearest towns are Wells 4miles east of the Park and Cheddar 3miles west of the Park.
- An hourly (2 hourly Sundays) bus service operates from the Park entrance.
- Several local taxi services operate in the area - details from Reception, the notice board and on-site public telephone.

Arrival & Car Parking Facilities

- Entrance to the Park is tarmac leading to a gravel car
- Park to the left which can accommodate approximately 10 vehicles.
- Each of our pitches allows space for one car - additional cars may be Parked in the car Park at a minimal nightly charge.
- A barrier system is in operation in order to enter the Park.
- A barrier access card will be given on check in and must be handed back before final departure.
- The car Park and barrier entrance are lit at night.
- The telephone contact number for the Duty Manager, along with other Emergency contacts, is displayed on the notice board, left of the Reception & shop entrance.
- The Park has tarmac roads leading to both the touring fields and Holiday Home areas.
- Once registered with Reception guests can, if required, be escorted to their pitch or Holiday Home.

Main Entrance, Reception, shop & public telephone.

- This area is staffed when Reception is open and we are happy to provide any necessary assistance as required.
- The entrance to Reception and the shop (which are in the same building and on one level) is via either 4 steps with a handrail or a ramp to the requisite gradient.
- The door to Reception opens inwards and is 98cm wide.
- The flooring is short pile carpet tiles on a level & even surface.
- There is seating available in Reception.
- Reception is generally open between 0900-1700, closed for lunch between 1300-1400 – however times vary throughout the season.
- There is ample space in Reception for a wheelchair to manoeuvre and turn.
- The height of the counter is 110cm
- The shop is accessed through Reception with enough

space to manoeuvre a wheelchair with the counter at 85cm from the ground.

- A Public Telephone is situated to the left of Reception allowing emergency calls only. The telephone is set at a height suitable for wheelchair users.
- The speed limit is 5mph throughout the Park.
- The Park has tarmac road connecting all touring & Holiday Home areas.

Public Areas – Bar, Swimming Pools & Games Room

- This building is all on one level and is accessible via 5 steps with a handrail or a ramp. Wheelchair users will need assistance to access this area.
- The swimming pool is accessible using the same card that allows access through the main barrier. The card reader is set at a height of 155cm to discourage access by small children.
- The door opens inwards and is 89cm wide with a overhead door closer.
- The swimming pool area, entrance, changing rooms and toilets have a non-slip tiled floor.
- There is adequate space to manoeuvre a wheelchair, however there is no disabled toilet in this area.
- The area is well lit and on one level
- The indoor pool is set below ground and accessed via a stainless steel 5 tread ladder with grab rails.
- The pool dimensions are 930cmx500cm and the pool depth is 140cm
- The pool floor is even and at the same depth all-over. The pool tiles are in a mosaic style in various shades of blue.
- The bar is accessed by 1 step (17cm threshold) at the front entrance or via the pool area for wheelchair users.
- The bar is at a height of 107cm
- The bar area is open plan with freestanding seating at a height of 46cm and tables at a height of 74cm.

- The floor is even throughout and covered with very short pile carpet tiles.

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Public WCs, Showers and Washing Facilities

Main Toilet/Shower Block

Located at the entrance to the 'Main' touring field near the front of the Park with tarmac road to the entrance doorways.

Ladies

- Access to the facility is through a single door 78cm wide with a threshold of 6cm.
- All the floor is level and covered with non-slip tiles.
- There are four sinks at a height of 80 cm.
- There are six toilets at a height of 80cm, three shower and two wash basin only cubicles. The cubicle doors open inwards.
- All cubicles have a door opening of 90cm.
- Shower floors are tiled as a wet room and have no threshold. A drying off area and wall hooks are provided within the cubicle.
- Showers are free of charge
- Other amenities (all measurements given are height from the floor):
 - 13 amp socket - 100cm
 - Hair dryer (requires 20 pence pieces for meter) - 100cm
 - 6 head and shoulder only mirrors - 135cm

Men

- Access to the facility is through a single door 78cm wide with a threshold of 6cm.
- All the floor is level and covered with non-slip tiles.
- There are eight sinks at a height of 77 cm.
- There are four toilets at a height of 80cm.
- There are three urinals at 70cm from the floor.

- The three shower cubicles have doors which open inwards.
- All cubicles have a door opening of 90cm.
- Shower floors are tiled as a wet room and have no threshold. A drying off area and wall hooks are provided within the cubicle.
- Showers are free of charge.
- Other amenities (all measurements given are height from the floor):
- hair dryer (requires 20 pence pieces for meter) - 110cm.
- 5 head and shoulder only mirrors - 135cm.
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Family Toilet/Bathroom, Main Area

- Access to the facility is through a single door 80cm wide.
- All the floor is level and tiled.
- There is one sink at a height of 80 cm.
- There is one toilet at a height of 80cm.
- There is one bath the side of which is 54cm from the ground.
- One head and shoulder mirror - 127cm from the ground.
- One chair.
- One baby-changing area which is 78cm from the ground.
- £1 coin needed for meter located behind the door at the height of 140cm.

Disabled Bathroom, Main Area

- Exterior door opens inwards and is 90cm wide with grab rail on the outside.
- The floor is tiled with open wet room shower area and shower curtain.
- One hand basin which is 89cm from the ground, fixed shower head at height of 2m, with mixer control set at 1m from floor.
- One head and shoulder mirror at 110cm from the ground.
- One chair.

- One toilet with grab rail.
- One hand dryer at 95cm from the ground.
- Keys for the Disabled bathroom are available from Reception for a minimal, refundable deposit.

Toilet/Shower Block(The Grove)

- Located at the entrance to the 'Grove' touring field with tarmac road to the entrance doorways.

Ladies

- Access to the facility is through a single door 70cm wide with 1 step up – 15cm high.
- All the floor is level and tiled.
- There are three sinks at a height of 78 cm.
- There are three toilets at a height of 80cm and two shower cubicles with a 12cm water retention sill. The cubicle doors open inwards.
- All cubicles have a door opening of 70cm.
- Shower floors are tiled as a wet room and have no threshold. A drying off area and wall hooks are provided within the cubicle.
- Showers are free of charge.
- Other amenities (all measurements given are height from the floor):
- Hair dryer (requires 20 pence pieces for meter) - 150cm.
- Four head and shoulder only mirrors - 140cm.

Mens

- Access to the facility is through a single door 70cm wide with 1 step up - 17cm high.
- All the floor is level and tiled.
- There are four sinks at a height of 77 cm.
- There are three toilets at a height of 80cm.
- There are two urinals at 50cm from the floor and one at 27cm from the floor.
- The two shower cubicles have doors which open inwards.

- All cubicles have a door opening of 70cm.
- Shower floors are tiled as a wet room and have no threshold. A drying off area and wall hooks are provided within the cubicle.
- Showers are free of charge.
- Other amenities (all measurements given are height from the floor):
- Hair dryer (requires 20 pence pieces for meter) - 148cm.

Laundry

- Located at the back of the Reception building with tarmac road to doorway.
- Access is via 2 steps – each 13cm high. The doorway is 78cm wide and opens inward. The overall internal free floor space is 300cmx245cm.
- Fully coin operated using £1, 50p & 20p coins. Change available from Reception.
- The floor is flat & level and covered with ceramic tiles.
- There are 2 sinks for hand-washing at a height of 91cm which require a 20p coin for hot water.
- 1 top loading washing machine at a height of 92cm with a load capacity of 7.5kg and requires 4x£1 coin per washing cycle.
- 1 front loading washing machine at a height of 45cm with a load capacity of 6kg and requires £3 (any mix of the above coins) per washing cycle.
- 1 front loading dryer at a height of 80cm and depth of 77cm and requires 20p coin per 3minute cycle.
- 1 front loading dryer (above front loading washing machine) at a height of 138cm and depth of 65cm and requires £1 (any mix of the above coins) per 20-minute cycle.
- There is an ironing board with adjustable height and an iron which requires 20p coin for the meter set at 167cm high.

Outdoor facilities

- Children's play Park located outside the bar & sun terrace in the 'Main' touring field.
- Fencing around perimeter at a height of 123cm. Gate entry 90cm wide.
- Safety 'wet pour' surface.
- Picnic benches for seating on grass outside of fenced area.

First Aid

First aid box at Reception and the bar.

Caravans, Holiday Homes & Twin Units

- We have 29 private owners and 8 hire units.

Attractions & Local Tourist Information

- A small amount of literature is available from Reception, however lots can be found in our 'Tourist Info' hut located at the entrance to the 'Grove' touring field.
- Access to the tourist hut is by 1 step up.

Grounds and Gardens

- The Park is approx 7 ½ acres of undulating ground with large grass areas that can be uneven in places.
- There are a large number of trees, shrubs and flowering plants throughout our beautifully landscaped Park.
- We accommodate dogs in the 'Grove' touring area but they must be kept on a lead at all times within the Park. With the exception of guide dogs, we do not allow dogs into the 'Main' touring field or any of the facility buildings.

Additional Information

- We have a non-smoking policy in any public access buildings in the Park. Our hire 'Chestnut' Holiday Homes are also non-smoking.
- We have a 'no noise after midnight' rule.
- The swimming pool is not life-guarded and children 16 years of age and under must be accompanied by a responsible adult at all times.
- Mobile telephone coverage is good with O₂, Vodafone and orange.
- Mobile Broadband coverage outdoors guaranteed with 3, No coverage with O₂ or T Mobile or Virgin Media, moderate coverage with Orange, variable coverage with Vodaphone.
- Analogue television is no longer available on the Park, we have the choice of two digital transmitters providing Freeview reception.

Contact Information

Address:

Bucklegrave Caravan and Camping Park
Wells Road
Rodney Stoke
Cheddar
Somerset
BS27 3UZ

Telephone: 01749 870261

Fax: 01749 870101

Email: info@bucklegrave.co.uk

Website: www.bucklegrave.co.uk

Grid reference: ST489495

Hours of operation: We are contactable between 0900-1700 by phone (out of hours automated phone system with voice mail), fax, e-mail or post (after hours mobile number in emergency).

Emergency number: 07516 024340 (on call Duty Manager)

Local equipment hire companies: Shopmobility at Clarks Village, Street. Open daily 9am-4pm. Tel:01458 440155

Local public transport numbers: First traveline 0870 200 2233

Local accessible taxi numbers:

Maytree Private Hire - 01749 396099

Cheddar Taxis - 01934 743801

Cheddar District Taxis - 01934 744744

Cheddar Cab Company - 07511 110000

Ask at Reception if you need any assistance

Future Plans

None at the moment

Contact Telephone and Email Address

We welcome your feedback to help us continuously improve if you have any comments please phone 01749 870261 or email info@bucklegrove.co.uk

AAA – available in large print

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