

UK CLUB SITES ACCESS STATEMENT

Dunstan Hill Access Statement

At the Camping and Caravanning Club, we are committed to creating great experiences for all our guests and ensure everyone is made to feel welcome.

This access statement provides full access information about our site and its facilities for all guests who wish to stay at Dunstan Hill.

If you require any further information or wish to book online, please visit:

www.campingandcaravanningclub.co.uk/dunstanhill

For telephone bookings please call our UK Service Centre on 02476 475426

Opening hours: 8:00am – 5:30pm, Monday to Friday, Closed 10:00am – 11:00am on Wednesday

Saturday: 9:00am – 1:00pm from January to August



Site Contact Details

Dunstan Hill Camping and Caravanning Club Site
Northumberland NE66 3TQ

01665 576 310



Your Arrival on Site

The train station at Alnmouth is 9 miles away. There is a bus from the railway station to a bus stop at the site entrance.

Signage to the site is confusing as the brown signs displayed relate to another site 1 mile south of our location. The maps on our website and publications are accurate.

Sat Nav for vehicles approaching from the south will usually try and take you to Dunstan Hill Farm. There is a notice at the farm track entrance re-directing you to the site.

UK Club Sites Access Statement

Dunstan Hill

There are keypad barriers which are locked between at 11pm - 7am.

The latest assisted pitching is 8pm. Campers may self-pitch after this time up until 11pm – customers are contacted with barrier code and instructions for this and are in a named envelope outside of the reception block.

Staff are not on duty after 8pm but an emergency telephone number is provided for blue light emergencies after this time. This phone number can be found printed on your Site Welcome Leaflet.

All public roads on the site are tarmac.

The reception car park will hold 12 cars. The overnight car park is the same car park.

There is no designated accessible parking.



Your Check In

Opening hours are 9am to 10:30am and 4:00pm to 6:00pm, longer at weekends and in summer.

From 1pm the barrier is raised to allow access to the arrival bays at either side of the entrance road. Remain in your vehicle and one of the team will check you in.

There is one step into the reception.

There are no handrails leading to reception.

If assistance is required members of staff will be pleased to assist.

The reception is free from clutter, but it is restricted.

There is no low-level reception counter, but clip boards are available on request.



Your Pitch

All pitches have space for one car at the side.

There are 5 hardstanding pitches available immediately next to the accessible room.

The hardstanding pitches are gravel.

All pitches are quite level.

UK Club Sites Access Statement

Dunstan Hill

The site has a very gentle slope down towards the coast and the majority of pitches are very gently sloping in this direction.



Travelling Around Site

There are no speed bumps on site.

The site has little illumination - only the site entrance, reception, and facility blocks are lit.



The Facility Block

There is a clear, well-maintained path leading to the facilities.

There is a step up to both the ladies and gents facilities.

Access is level.

There are no semi-ambulant cubicles in the facility blocks.

All taps in the main block are push button.

There are fixed retractable stools in the dry area of the main showers.

The main block taps are push button. The accessible room and family rooms have thermostatic mixer valves.

The showers do not have a step in the main blocks or accessible room and family rooms.

The showers have a large shower tray and cubicle.

The facility block is lit outside.



The Accessible Facilities

There is a flat level path leading to the accessible facility.

There are no handrails leading to the room.

There is a slope to the access.

UK Club Sites Access Statement

Dunstan Hill

In the accessible room there are two stools, one in the dry area and the second in the shower itself.

The accessible room has thermostatic mixer valves.

The toilet has handrails.

There is a large flush handle.

There is transfer space to the right.

The washbasin cannot be reached from the toilet.

The washbasin taps are lever operated.

There is a hand dryer.

There is a mirror but it's not full length.

The shower has handrails.

The shower is operated by a thermostatic valve dial.

The shower is open access.

The shower head is height adjustable.

The floor is non-slip.

There is a hair dryer.

There is an emergency cord, and it can be reached from the floor.

The alarm cannot be heard from the reception or the team pitches.



Laundry & Food Preparation Areas

These areas have good level access.

The surface is tarmac.

The taps are push button.

The washing machines are front loading. Both washing machines can be loaded from the floor.

The tumble dryers are front loading and stacked.

UK Club Sites Access Statement

Dunstan Hill

There is a wall mounted iron.

There is a freestanding ironing board.

There is an outdoor drying area.

There is a low-level sink in the block one pot wash.



Recreational Areas

There is no indoor recreation area.

There is an outdoor children play area. There is flat level access leading to it.

There is no seating available near the play area.

The surface of the play area is rubber.

There are no raised edges surrounding the play area.



Waste, Water, Fire and Evacuation

There is a slope to the bottom refuse area and a gravel driveway to top refuse area.

There are no steps or kerbs.

There are no handrails.

There are large high commercial wheelie skips.

There are fire triangles on all water points.

There is unrestricted access to all firefighting equipment on site.

Assembly point 1 is outside the top toilet block.

Assembly point 2 is outside the bottom toilet block.

The assembly points are on the grass.

The assembly points are detailed in the Site Welcome Leaflet.

UK Club Sites Access Statement

Dunstan Hill

Although we have tried to be as accurate as possible and include as much detail as we can in this statement, we are always happy to give additional information on any of our Club Sites if this statement does not answer your questions. We encourage and welcome feedback so if you have any comments please don't hesitate to get in touch.



“A lovely rural site which is ideally situated for exploring the Northumberland coast.

The site is clean, well maintained with good facilities and friendly wardens.”



“Wish we had booked longer. A warm welcome on arrival and immediately shown to our pitches which were clean and level. The facilities were spotless and well maintained.”



“What a lovely camp site. Facilities were excellent and the staff brilliant and always on hand. Very well-spaced pitches with a choice of grass and hard standing.”