

# UK CLUB SITES ACCESS STATEMENT

## Windermere 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 Windermere.

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

[www.campingandcaravanningclub.co.uk/windermere](http://www.campingandcaravanningclub.co.uk/windermere)

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

Windermere Camping and Caravanning Club Site  
Ashes Lane, Staveley, Cumbria, LA8 9JS

01539 821 119



## Your Arrival on Site

The train station is 2 miles from site. The nearest bus stop is approximately 1 mile from site.

There are two brown signs off the A591 and one large site sign on entrance.

Two keypad operated barriers that require a code to be entered on arrival and departure. Gates are locked between 11pm and 7am.

Overnight parking is available just outside the main site gate.

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Approach road is tarmac leading to loose gravel.

The visitors parking doubles as the overnight which is 10m from the main gate.

New arrivals should pull up to reception. The surface is tarmac and is reasonably level.

There are no designated accessible spaces but plenty of spaces a short, level distance from the reception.

There is no handrail attached to the reception wall.

There is a flat surface leading to reception.



### Your Check In

The reception is clearly signed for arrivals.

Opening hours are 9am-6pm.

A contact number is available at the reception for arrivals until 8pm. There are no staff on duty after 8pm. Details of the emergency procedure and contact number are in the Site Welcome Leaflet.

There are level concrete slabs leading to reception

There is a slight lip on the reception door.

There is good clear floor space in reception.

There are no low-level reception counters.



### Your Pitch

Cars can be parked next to most pitches on site.

Four pitches are close to the accessible room.

There is loose, large gravel on all four pitches.

Many level hardstanding and grass pitches are close to the site road.



### Travelling Around Site

There are speed bumps along the main site road.

At night there is low level lighting on the outside of all blocks and the rest of the site is dimly lit by hook-up bollards.

The main reception car park can hold about eight cars.



### The Facility Block

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

Access is flat and level to all facilities.

There is one semi-ambulant cubicle in both the men's and ladies.

Sinks have a mixture of lever and twist taps throughout.

There are a mixture of stools and benches in all the showers.

The showers are operated by a push button in the men's and ladies and a dial in the family room.

There are no steps into the showers.

The facility block has low level wall mounted lights.



### The Accessible Facilities

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

There are no handrails leading to the accessible facility.

There is flat level access into the accessible facility.

There are handrails next to the toilet.

There is a regular size flush handle.

There is transfer space to the right of the toilet.

The wash basin cannot be reached from the toilet.

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The washbasin has larger than normal lever top taps.

There is a hand dryer located in the room.

There is a low-level mirror above the sink that does not extend to full height.

The shower has several handrails.

The shower is dial operated.

The shower is open access, not a cubicle.

The shower head is height adjustable.

The floor is nonslip.

There is no hair dryer.

There is an emergency cord next to the toilet and in the shower. Both can be reached from the floor.

The emergency alarm can't be heard from staff pitches or reception.

The accessible room does not require a key.



### **Laundry & Food Preparation Areas**

The laundry and food preparation areas both have level access.

The approach path is tarmac.

The taps are screw top.

The washing machine is front loading and can be reached from the floor.

The tumble dryers are front loading and can be reached from the floor.

There is a wall mounted iron.

There is a wall mounted ironing board.

There are both indoor and outdoor washing up facilities with screw taps.

There is one low level sink in the indoor washing up area

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### Recreational Areas

There is an outdoor children's play area. This is accessible over a gravel path.

There is no seating overlooking the play area.

The play area has a rubber surface with no raised edge.

This entire area is fenced in.

There is a pub called The Whistling Pig on site which is located on the side of the reception building.

There are 2 doors to the front of the building both with flat level access.

There is a double door to the side with a low-level ramp which has a raised threshold before entry.

Ladies' facilities are located within the pub with flat level entry.

Gents' facilities are located on the side of reception.

A courtyard beer garden is located to the rear of the pub and has a flat level surface.



### Waste, Water, Fire and Evacuation

Some refuse areas have a slight concrete ramp leading up to them.

There are no steps or kerbs restricting access to the refuse areas.

There is a waist high fence either side of the entrance ramp which may be used as a handrail and a fence surrounding the compound.

All dog bins are waist level.

General waste and recycling bins are located at the site entrance.

The CDP is on a tarmac surface.

There is a fire triangle located at all water points which has unrestricted access over grass.

The firefighting equipment is accessed over grass.

The assembly points are located in the main car park which is tarmac and the other is near to facility block 3.

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Campers are briefed about the assembly points on arrival. There are clear signs.



### Ready Camp Tents, Pods and Other Accommodation

There is one car parking space next to each unit. Other cars must be parked next to reception.

There are no designated paths leading to the units, access is all over grass.

There is one step up to all units.

The camping pods are located on a raised grass area.

Each pod has a single step up.

**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.**



“The staff were very welcoming and the whole site is immaculate and beautifully tended. The facilities were clean and well-presented.”



“A lovely clean, secluded site. Staff very friendly and helpful, facilities very clean. A great place for walking and cycling and not too far from the lakes.”



“This is a very nicely located site for the south-east Lakes, it is very well looked after with good facilities and a friendly team in charge.”