

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

### CRITERIA FOR PARKS AND HOLIDAY HOMES

#### How the Scheme will operate

The access rating given will be decided on basic “core” facilities.

**For Holiday Home Parks** – Access to Reception, route to the caravan, food shop (where provided) and telephone (where provided, for Category 1 only) and the Holiday Home itself.

**For Touring/Camping Parks** – Access to reception, routes to pitches, food shop (where provided), telephone (where provided for Category 1 only), toilet and washing facilities.

The levels of accessibility are:-

Category 1	Accessible to a wheelchair user travelling independently.
Category 2	Accessible to a wheelchair user travelling with assistance.
Category 3	Accessible to a wheelchair user able to walk a few paces and up a maximum of 3 steps.

Although Scottish Tourist Board approved inspectors will assess all park facilities for their accessibility, only those core facilities indicated will be used to determine the access grading(s) for the park.

The practical consequence of this approach for parks with both touring/camping and letting holiday home business is that up to two access ratings would be possible. The two ratings would be provided where the accessibility levels differed between the two types of business. *The rating awarded would, of course, be a reflection of the lowest level of accessibility in any of the core facilities.*

For example, on a Holiday Home Park, if access to Reception, route to the caravan, food shop and telephone (if provided) all attain Category 1 but the Holiday Home itself achieves only Category 3, then the overall access category will be only 3. Similarly, on a Touring Park, should the access to Reception achieve Category 1, routes to pitches, food shop and telephone get Category 2, but the toilets and washing facilities are given Category 3, the overall access rating will be 3.

#### Conveying Access Information to the Public

##### **Park Brochure**

STB inspections will assess all facilities within your own published park information. For this reason we ask you to provide full accessibility information for each facility provided on the park. If this is not possible then, at the very least, park staff should be able to deal with verbal and written requests for information on accessibility. Park staff will be able to draw upon the detailed report provided by the Access Inspector for reference purposes, which will cover all facilities assessed on the park.

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

### Advertisements and Guides

It is recommended that both accessibility ratings feature in general adverts and guide entries, as this would provide disabled people with the minimum amount of information on which to make a decision to visit. If both holiday home and touring park accessibility ratings are the same then only one rating need be shown.

### Public Awareness

It will be necessary for accommodation guides to make it clear that the accessibility rating relates to the specified core facilities and that more detailed information should be sought from the park operator.

### **Core Facilities (Common to Holiday Home Parks and Touring/Camping Parks)**

#### Access to Reception

##### Category 3

- a) There must be a level, temporary parking point within 25 metres of the entrance.
- b) The approach to the entrance must be level or ramped, with a sound surface free from obstacles. Any incline must be no more than **1:15** with a level approach space at the top of the ramp not less than 1200 mm x 1200 mm clear of any door swing.

Ramps 1:12 will be accepted for existing ramps.

Where there is no ramp or level access there must be no more than three steps, at any one point, to the entrance.

- c) The entrance door must have a clear opening of not less than 750 mm.

##### Category 2

As for Category 3, other than as amended below:

- a) Where there is no ramp or level access there must be no more than a single step to the entrance. Where there are two or more steps a handrail must be provided.
- b) Within the reception area there must be an unobstructed space of not less than 1100 mm x 700 mm.

##### Category 1

As for Category 2, other than as amended below:

- a) The parking point must be designated for use by the disabled and have a minimum width of 3.6 metres. (This may include wheelchair transfer space shared with an adjoining parking place).

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

- b) The approach to the entrance must be level or ramped. The immediate approach space must be not less than 1200 mm x 1200 mm, level with a threshold no higher than 20 mm.
- c) Door handles must be 900 mm – 1200 mm above floor level.
- d) At least one section of the Reception desk that must be no higher than 800 mm.

### Routes to all Facilities

**NB** All routes from accessible caravan holiday home(s) and/or accessible touring pitches to each accessible facility.

Each accessible caravan holiday home and accessible pitch and each separate facility may have different criteria assessment, e.g. caravan holiday home access category 2; club access category 3; food shop access category 1.

### Category 3

The route to each accessible facility must:-

- a) Have a firm, sound surface, i.e. Concrete, Tarmac, Asphalt, Surface dressing (chipping/stones), free from obstacles.
- b) Contain no incline or ramp steeper than 1:15 except for internal ramps less than 1.5 metres in length where 1:12 is acceptable – level resting places 1500 mm long must be provided at no more than 10 metre intervals on paths or slopes which exceed 15 metres in length.  
  
Ramps: 1:12 will be accepted for existing ramps.
- c) Have no more than 3 steps at any one point along the route or more than 3 steps in each 50 metres, and where there are 2 or more steps, a handrail must be provided.
- d) Have paths (where present) not less than 900 mm wide.
- e) Have corridors (where present) not less than 900 mm wide.
- f) Have no doors along the route with clear opening widths of less than 750 mm or clear approaches less than 1200 mm deep.
- g) Have no more than 3 steps at any entrance. Where there are 2 or more steps a handrail must be provided.
- h) Where the route requires the use of a lift or lifts, their doors must have clear openings of not less than 700 mm and internal dimensions not less than 1100 mm deep by 700 mm wide.

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

### Category 2

As for Category 3, other than as amended below:

The route to each accessible facility must:-

- a) Have no more than single steps at any one point with a minimum space of 1200 mm between each step and no more than 3 steps in each 50 metres.
- b) Where the route requires the use of a lift or lifts, their doors must have clear openings of not less than 750 mm and internal dimensions not less than 1200 mm deep by 800 mm wide.

### Category 1

As for Category 2, other than as amended below:

The route to each accessible facility must:-

- a) Be level or ramped with gradients not exceeding 1:15.

Ramps: 1:12 will be accepted for existing ramps.

(NB where speed bumps or other speed limiting devices are installed, there must be a level gap at least 750 mm wide set to one side, or other suitable provision).

- b) A threshold must be no higher than 20 mm.
- c) Any lifts on the routes must have automatic doors and internal/external controls no higher than 900 mm – 1200 mm above the floor.
- d) Door handles must be 900 mm – 1200 mm above floor level.

### **Food Shop (where provided)**

#### Category 3

- a) There must be no more than three steps at the entrance. Where there are two steps or more there must be a handrail.
- b) The entrance and exit must have a clear opening width not less than 750 mm and a clear level approach no less than 1200 mm deep.
- c) Internal ramps less than 1.5 metres in length must have an incline no greater than 1:12.

#### Category 2

As for Category 3, other than as amended below:

- a) There must be no more than a single step at the entrance.

## **NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS**

Within the accessible food shop:

- b) Where there are aisles they must be at least 900 mm wide and at least one check-out with adjoining minimum clear exit area of not less than 750 mm.

### Category 1

Within all facilities as for Category 2, other than as amended below:

- a) A threshold must be no higher than 20 mm.
- b) Door handles must be 900 mm – 1200 mm above floor level.
- c) Assistance must be available on request. A section of the counter at the check-out must not be higher than 800 mm.

### **Public Telephone (where provided)**

#### Category 1

- a) Where a public telephone is provided it must be available 24 hours a day.
- b) Telephones suitable for wheelchair users must have an approach space not less than 1200 mm wide. Coin/card slot and dial must be 900 mm – 1200 mm above floor level.
- c) Where applicable door handles and light switches must be 900 mm – 1200 mm above floor level.

### **Additional Core Facilities required at Touring/Camping Parks (as well as “common” core facilities)**

#### **Toilet Facilities**

Where accessible touring/camping pitches are provided, an accessible WC (unisex, if only one) must be available within 100 metres.

Where accessible bars, clubs, restaurants, entertainment rooms are provided, an accessible WC (unisex, if only one) must be available within 100 metres of each. The Category of the WC will influence the Category of the facility. (Where WCs are provided within a facility or the same building, then at least one must be accessible to the appropriate or higher category).

#### **Within the accessible WC:**

##### Category 3

No requirements.

##### Category 2

- a) There must be no more than a single step at the entrance.

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

- b) The external door may be lockable in which case a key must be provided and the lock height must be between 900 mm – 1200 mm above the floor. The door must have a clear opening width not less than 750 mm and a clear approach not less than 1200 mm deep.
- c) The toilet cubicle door must be lockable with the lock-bolt height between 900 mm – 1200 mm above the floor. The door must have a clear opening width of not less than 750 mm and a clear approach of not less than 1200 mm deep.
- d) There must be unobstructed interior space of not less than 1100 mm x 700 mm.
- e) There must be an unobstructed lateral or angled (not more than 450 mm) transfer space to the WC of not less than 800 mm.
- f) The rim of the WC seat must be between 450 mm – 500 mm above the floor.
- g) A toilet paper dispenser must be within reach of the toilet.
- h) There must be a horizontal support rail 200 mm to 300 mm above the seat on the wall opposite the transfer space.
- i) There must be an accessible washbasin within the WC, with clear underspace and lever taps.
- j) Where a soap dispenser is provided it must be within reach of a wheelchair user at the washbasin.
- k) Where a hand drier and/or paper towel dispenser is provided it must be within reach of a wheelchair user at the washbasin.
- l) A light switch must be between 900 mm – 1200 mm above the floor.

### Category 1

As for Category 2, other than as amended below:

- a) The WC entrance must be level or ramped with a gradient not exceeding 1:15. The immediate approach space must be level and at least 1200 mm by 1200 mm, clear of door swing.  

Ramp: 1:12 will be accepted for existing ramps.
- b) The door must be sliding or open outwards, and handles must be 900 mm – 1200 mm above floor level.
- c) The threshold must not be higher than 20 mm.
- d) The support rail opposite the transfer space to the WC must be between 400 mm – 500 mm from the centre of the seat.
- e) A light switch must not be more than 900 mm – 1200 mm above the floor.
- f) The base of the mirror must be a minimum of 700 mm from the floor.

## **NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS**

### **Toilet and Shower Blocks**

All the requirements for accessible WCs plus:-

#### **Category 3**

- a) Where a bath is provided it must have a horizontal support rail on the far side.
- b) Where a shower only is provided, it must have a seat 450 mm – 500 mm above the floor and a horizontal support rail on the far wall 250 mm above top of the seat and a maximum of 500 mm from the centre of the seat.
- c) Where there is a step into the shower, it must have a riser of no more than 190 mm.

#### **Category 2**

As for Category 3, except as amended below:

- a) the bath/shower must be in a private room behind a door with a clear opening space of not less than 750 mm and a clear level approach not less than 1200 mm deep.
- b) There must be an unobstructed interior space, clear of the door swing, of not less than 1100 mm x 700 mm.
- c) Where a bath is provided there must be space alongside of not less than 800 mm to allow for lateral transfer.
- d) Where a shower only is provided it must have: a level entry, i.e. no rim, lateral transfer space of not less than 800 mm, and a seat. Controls must be 900 mm – 1200 mm above the floor.

#### **Category 1**

As for Category 2, except as amended below:

- a) The door must be sliding or open outwards, and handles must be 900 mm – 1200 mm above floor level.
- b) The light switch must be 900 mm – 1200 mm or less above the floor.
- c) The horizontal support rail at the far side of the bath must be no more than 300 mm above the rim.
- d) The rime of the bath must be 450 mm – 500 mm above the floor.
- e) An emergency cord must be provided 900 mm – 1200 mm above the floor.

### **Additional Core Criteria for Holiday Home Parks**

#### **Caravan Holiday Homes**

At least one caravan must meet Access Category 3 as a minimum requirement.

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

### OUTSIDE – GENERAL

#### Category 3

- a) The caravan holiday home must be set on a level pitch with a firm sound approach, and located near a firm i.e. Concrete, Tarmac, Asphalt, Surface dressing (chipping/stones) road or path. A designated level car parking space must be adjacent.
- b) No more than 3 steps at the entrance. Where there are 2 or more steps, a handrail must be provided.

#### Category 2

As for Category 3, except as amended below:

- a) A car parking space must be a level space with a minimum width of 3.6 metres.
- b) A ramp with an incline no steeper than 1:15 where the length of the ramp between landings does not exceed 5 m and 1:20 where the length of the ramp between landings does not exceed 10 m, with a handrail on the external edge.
- c) A purpose-designed lift could provide an alternative means of access.
- d) The ramp must not be less than 750 mm wide and must lead to a level platform, with an area not less than 1200 mm x 1200 mm clear of the door swing, immediately outside the entrance door.

#### Category 1

As for Category 2.

### INTERIOR – GENERAL

#### Category 3

- a) The entrance door must have a clear opening of not less than 700 mm. Passageways must be not less than 750 mm wide. Doors must have a clear opening width of not less than 700 mm.

#### Category 2

As for Category 3, except as amended below:

- a) The entrance door must have a clear opening width of not less than 750 mm. Passageways must not be less than 750 mm wide. Doors must have clear approaches of not less than 1200 mm deep, except where there is a sliding door, when there must be unobstructed exterior space of not less than 1100 mm x 750 mm.

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

### Category 1

As for Category 2, except as amended below:

- a) The threshold must be no higher than 20 mm excluding any weather bar fitted to the door frame.
- b) Door handles must be 900 mm – 1200 mm above floor level.
- c) Where fitted coin meters must be no higher than 1200 mm max,

### LIVING AREA

#### Category 3

- a) Doors must have a clear opening width of no less than 700 mm.

#### Category 2

As for Category 3, except as amended below:

- a) Doors must have clear approaches of not less than 1200 mm deep, except where there is a sliding door, when there must be unobstructed exterior space of not less than 1100 mm x 750 mm.
- b) Doors must have a clear opening width of not less than 750 mm.
- c) There must be an unobstructed interior space, clear of the door swing, of not less than 1110 mm x 700 mm.
- d) In the living area, there must be a table with a clear underspace of at least 650 mm high, 600 mm wide by 450 mm deep.

#### Category 1

As for Category 2, except as amended below:

- a) Light switches and at least one window catch (this does not apply to roof vents), TV controls, curtain pulls and one wardrobe rail etc must be accessible and not more than 900 mm – 1200 mm above floor level,

Please note: a window opening device is acceptable for windows above 1200 mm in height where it is necessary to reach over a deep surface.

### BEDROOM

#### Category 3

- a) Doors must have a clear opening of no less than 700 mm.

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

### Category 2

As for Category 3, except as amended below:

- a) Doors must have clear approaches of not less than 1200 mm deep, except where there is a sliding door, when there must be unobstructed exterior space of not less than 1100 mm x 750 mm.
- b) Doors must have a clear opening width of not less than 750 mm.
- c) There must be unobstructed interior space of not less than 1100 mm x 700 mm.
- d) There must be space alongside at least one side of the bed of not less than 800 mm to allow for lateral transfer.

### Category 1

As for Category 2, except as amended below:

- a) The surface of the bed must be 450 mm – 540 mm above floor level.
- b) Door handles must be 900 mm – 1200 mm above floor level.
- c) Light switches and at least one window catch (this does not apply to roof vents), TV controls, curtain pulls and one wardrobe rail etc must be accessible and not more than 900 mm – 1200 mm above floor level.
- d) A light switch must be provided not more than 500 mm from the bed.

Please note: a window opening device is acceptable for windows above 1200 mm in height where it is necessary to reach over a deep surface.

## BATHROOM

Only one WC, separate or within the bathroom, need meet the requirements.

### Category 3

- a) Doors must have a clear opening of no less than 700 mm.
- b) Where a bath is provided, it must have a horizontal support rail on the far side.
- c) Where a shower only is provided, it must have:-  
A seat 450 mm – 500 mm above floor level;  
A horizontal support rail on the far wall 250 mm above the top of the seat and a maximum of 500 mm from the centre of the seat.
- d) Where there is a step into the shower, it must have a riser of no more than 190 mm.

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

### Category 2

As for Category 3, except as amended below:

- a) Doors must have clear approaches of not less than 1200 mm deep, except where there is a sliding door, when there must be unobstructed exterior space of not less than 1100 mm x 750 mm.
- b) Doors must have a clear opening width of not less than 750 mm.
- c) There must be unobstructed interior space of not less than 1100 mm x 700 mm.
- d) Where a bath is provided, there must be a space alongside of not less than 800 mm to allow for lateral transfer.
- e) Where a shower only is provided, it must have a lateral transfer space of not less than 800 mm,
- f) The washbasin must have sufficient clear underspace and lever taps.

### Category 1

As for Category 2, except as amended below:

- a) The door handle must be 900 mm – 1200 mm above floor level.
- b) The light switch must be no more than 900 mm – 1200 mm above floor level.
- c) The horizontal support rail at the far side of the bath must be no more than 200 mm – 300 mm above the rim.
- d) The rim of the bath must be 450 mm – 500 mm above floor level.
- e) Where a shower only is provided, it must have a level entry, i.e. no rim and the controls must be 900 mm – 1200 mm or less above the floor.

## TOILET

### Category 3

- a) Doors must have a clear opening of no less than 700 mm.
- b) Toilet paper must be within reach of the seat.

### Category 2

As for Category 3, except as amended below:

- a) Doors must have clear approaches of not less than 1200 mm deep, except where there is a sliding door, when there must be unobstructed exterior space

## NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS

of not less than 1100 mm x 750 mm.

- b) Doors must have a clear opening width of not less than 750 mm.
- c) There must be unobstructed lateral transfer space to the WC of not less than 800 mm.
- d) The rim of the WC seat must be 450 mm – 500 mm above floor level.
- e) There must be a horizontal support rail opposite the transfer space to the WC between 200 mm – 300 mm above the seat.
- f) If there is only one WC, separate from the bathroom:-

There must be an unobstructed interior space of not less than 1100 mm x 700 mm.

There must be an obstructed lateral transfer space to the WC of not less than 800 mm.

The rim of the WC seat must be between 450 mm – 500 mm above floor level.

There must be a horizontal support rail opposite the transfer space to the WC between 250 mm – 300 mm above the seat.

Where the WC is separate from the bathroom, there must be a wash-hand basin in the same room with clear underspace and lever taps.

### Category 1

As for Category 2, except as amended below:

- a) The horizontal support rail opposite the transfer space to the WC must be between 400 mm – 500 mm from the centre of the seat.
- b) If there is only one WC, separate from the bathroom:-

The horizontal support rail opposite the transfer space to the WC must be no more than 500 mm from the centre of the seat.

The handle for the flush must be positioned on the transfer side of the cistern.

## KITCHEN

### Category 1

- a) Doors must have clear approaches of not less than 1200 mm deep except where there is a sliding door, when there must be unobstructed exterior space of not less than 1100 mm x 750 mm.
- b) Doors must have a clear opening of no less than 750 mm.
- c) There must be a minimum clear floor space of 800 mm in front of the units and worksurfaces.
- d) At least one worksurface or table must have a clear underspace between 650 mm – 800 mm high and a depth of 450 mm.

## **NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS**

- e) The hob must not be more than 850 mm high and must have clear underspace or space alongside, and accessible controls no more than 900 mm – 1200 mm above floor level.
- f) The sink must have lever taps and a clear underspace or space alongside.
- g) The sink must be 850 mm max in height with worksurface alongside at 850 mm height (flush fitting).
- h) Door handles must be no more than 900 mm – 1200 mm above floor level.
- i) A Fire Extinguisher or Fire Blanket must be no more than 900 mm – 1200 mm above floor level, must be situated between the hob and doorway and be readily accessible.
- j) Power sockets must be no more than 900 mm – 1200 mm above floor level or 1000 mm when situated above work surfaces.
- k) At least one accessible cupboard/shelf storage unit no more than 1200 mm above floor level.
- l) Light switches and at least one window catch (this does not apply to roof vents) must be accessible and not more than 900 mm – 1200 mm above floor level.

Please note: a window opening device is acceptable for windows above 1200 mm in height where it is necessary to reach over a deep surface.

### **Criteria for Non-core Facilities**

#### **(For Information only) Bars, Clubs, Catering Units, Entertainment Rooms**

Other than for food shops, the Category will be influenced by the presence or absence of an accessible WC, of the equivalent or higher Category, within 100 metres. If WCs are provided within the facility or the same building, then at least one must be accessible to the equivalent or higher category - i.e. people with disabilities must have the same access to toilets as able-bodied people. If there is no WC provision at all within the facility or building, the WC must be within 100 metres, as stated above.

The following criteria are required within the accessible bars/clubs/catering units/entertainment rooms plus the additional requirements as indicated.

#### **Category 3**

- a) There must be no more than three steps at the entrance. Where there are two steps or more there must be a handrail.
- b) The entrance and exit must have a clear opening width not less than 750 mm and a clear level approach no less than 1200 mm deep.
- c) Internal ramps less than 1.5 metres in length must have an incline no greater than 1:12.

## **NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS**

### Category 2

As for Category 3, other than as amended below:

- a) There must be no more than a single step at the entrance.
- b) In those facilities that provide meals there must be at least one accessible dining table with a clear underspace at least 650 mm high, 650 mm wide by 450 mm deep. Blocks to raise the table height are acceptable. The surface of the table must not be higher than 850 mm.

### Category 1

Within all facilities as for Category 2, other than as amended below.

- a) A threshold must be no higher than 20 mm.
- b) Door handles must be 900 mm – 1200 mm above floor level.

## **Touring and Motor Caravan Camping Pitches**

### Category 1

- a) Where there is a choice of pitches, at least one pitch must be located near a firm i.e. Concrete, Tarmac, Asphalt, Surface dressing (chipping/stones) road or path and not more than 100 metres from an accessible toilet block and dish washing facility.
- b) Hook-up points for accessible pitches must be between 900 mm – 1200 mm above the ground, with a firm sound surface alongside.

## **Water Points/Chemical Disposal Points**

### Category 1

- a) Where the facility is housed in a room:
  - The door must be sliding or open outwards, door handles must be 900 mm – 1200 mm above floor level.
  - A threshold must be no higher than 20 mm.
  - The light switches must be 900 mm – 1200 mm above floor level,
  - There must be unobstructed space of not less than 1000 mm x 700 mm.
- b) A firm level surface 1200 mm x 1200 mm must be provided adjacent to water points and chemical disposal points serving accessible pitches.

## **NATIONAL ACCESSIBLE SCHEME FOR CARAVAN PARKS**

- c) The height of the lip of the chemical disposal point must not be higher than 700 mm above the ground.
- d) Lever taps and controls must be within 500 mm of the edge of the facility and no higher than 900 mm – 1200 mm above the ground and easy to operate.

### **Dishwashing Sinks**

#### Category 1

- a) Door handles and light switches must be 900 mm – 1200 mm above floor level.
- b) Where dishwashing sinks are provided at least one dishwashing sink and adjoining draining board must not be more than 800 mm high. The sink must have a clear underspace and lever taps.