

# Club Sites Access Statement

## Cheddar Mendip Heights 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 Cheddar Mendip Heights.

If you require any further information or wish to book online, please visit:  
[www.campingandcaravanningclub.co.uk/cheddarmendipheights](http://www.campingandcaravanningclub.co.uk/cheddarmendipheights)

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

Cheddar Mendip Heights Camping and Caravanning Club Site  
Mendip Heights, Townsend, Somerset, BA5 3BP

01749 870241



## About Cheddar Mendip Heights

Cheddar Mendip Heights is a sloping site situated within the Mendip Hills Area of Outstanding Natural Beauty.

We are a touring site catering for tents, caravans and motorhomes.

We also have two Self-Catering holiday homes.

Mobile phone reception can be poor for some networks.

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Terrestrial TV reception is good with the Pen Hill mast just 3 miles east of the site.

Satellite reception is generally good except under cover of trees.

Wi-Fi internet access is available across the site. Connection is direct from your device at any time.

Car hire can be arranged with delivery to site.

Dogs are welcome but must be kept on a short lead at all times.

There is a short dog walk on the southern boundary that has a stepped access at one end and a moderate slope at the other. The path is undulating with gravel in places but can get slippery after heavy rainfall.

Owners are responsible for clearing up after their pets. Dog waste bins are located mid-way along the dog walk and close to the site entrance.

A public footpath can be accessed directly opposite the site entrance. A short distance from site are many footpaths that can be used for longer walks.



### **Your Arrival on Site**

Sat-nav systems should not be used for navigation to site, they are prone to bring you through City Centres or up steep, narrow and winding lanes. Consult a map or use the directions on the website / handbook.

Access for caravans and larger motorhomes is suggested from the A39 at Green Ore. Follow the B3135 for approx. 4 miles (towards Cheddar) and take left turn (Brown Sign) on minor road into Priddy. Site is on right after 1/4 mile.

From the north or southwest, exit the M5 at junction 23 and follow the A39 to Wells.

From the east, use either the A303 or A36 and come via Frome and Shepton Mallet.

The nearest railway station is Bristol Temple Meads, 19 miles from site. Bus service 376 from the station to Wells stops approx. 3 miles from the site.

There are no regular bus services passing nearer to the site.

Taxi services operate locally from both Cheddar and Wells.

Accessible taxi providers are Cathedral Taxis (Wells) 01749 672244 and Cheddar Taxis (Cheddar) 01934 743801.

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Parking for up to 6 cars is available outside reception, access off of the public road. This is level and tarmac surfaced and bays are marked. Space is limited and they are available on a first come first served basis.

There are no designated accessible parking spaces.

This area may be used by visitors, extra vehicles or times when the barrier is locked. Please do not park in the lower sloping area as this is required for arrivals / departures and for access to the motorhome service facility.

Caravans and motorhomes should turn into site and pull over to keep the access / exit road clear. This is also tarmac but sloping. Reception is up 5 steps, but visitors can use the access driveway to walk back up to this.

The parking and arrival areas have some lighting.

All site signs have a background colour that contrasts with the typeface to make them easy to read.

There is an electronic, code operated security barrier providing access to pitches. It is approx. 35m from the site entrance. The barrier is locked between 11pm and 7am. Please use visitor parking during this time.

Apart from the tarmac area adjacent to the site entrance / facilities block, all site roads and hardstandings are surfaced with stone chippings. There are no kerbs, but some pitches are cut into slopes and do have grassy banks or vertical faces to one or more edges.

Pedestrian access is unrestricted at all times.



### Your Check In

Reception is located within the site shop, adjacent to the public road and level parking area. There is signage on the building and from the lower parking area.

The shop / reception is open between 9am – 11am and 3pm – 5pm daily throughout the year. It may also open for additional hours when busier. Opening times are displayed in the shop window.

When reception is unattended there is a bell on the door to ring for assistance.

Staff are not on duty after 8pm (except for 999 emergencies). Please respect this.

There is a mobile phone number to call in an emergency. Follow instructions on shop door.

There is seating outside reception to use whilst waiting.

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There are 2 shallow steps (max 125mm) at the entrance, there is no handrail.

The outer door opening width is 720mm and the inner 705mm.

There is ceramic tile flooring, and a non-slip mat within the foyer area.

There is vinyl flooring and good lighting levels within the reception / shop.

There is a low section of the reception / shop counter.

An information point is located in the outer lobby of the shop.

As second-hand bookshelf is located within the shop.



### Your Pitch

There is space for one car next to each pitch and guests using the holiday homes can park next to the unit.

The site is divided into 3 fields separated by dry stone walls and trees. One field is mainly grass pitches.

There are 40 hardstandings and 47 grass pitches. A total of 78 (including all hardstandings) have electric hook ups.

Drinking water taps are located around the site. The longest distance between pitch and tap is approx. 80m.

The site has a mixture of level and slightly sloping pitches.

There are level hardstandings and reasonably level grass pitches within 30m of accessible facilities.

Being a very rural area with dark skies, site lighting is kept to a minimum. There are however solar lights to mark the entry to the lower field and on a wall near the barrier.



### Travelling Around Site

There are no speed bumps although a 5mph speed limit is in place.



### The Facility Block

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### Facility Block

The facility block is located adjacent to the arrivals area near to reception. It contains ladies and gents toilets / showers, ambulant disabled and family rooms, plus washing up and laundry areas. All areas are well lit and heated.

There is a sloped approach from most pitches. There are no handrails leading to the block.

Lighting around the facilities block is low level throughout the dusk to dawn period. PIR proximity sensors boost this when within 7m approx.

Ladies, gents and the ambulant disabled facilities are all level access. There is a 150mm step into the family room.

Ladies and gents facilities contain WC, basin, showers and urinals (gents only). The gents have single item cubicles whilst the ladies have 2 WC & basin & 2 WC, basin & shower cubicles as well as separate ones.

Two of the ladies showers have a recessed tray to step down into.

The family room has 2 toilets and 2 WC (1 adult & 1 child sized) plus basin and loose baby bath.

The ambulant disabled room has a baby changing table.

The family and ambulant disabled rooms are available to those who need them. Accessed is by key, obtained from reception with a refundable £5 deposit. Please note that sole use is not available.

All floors have a quarry tile slip resistant surface. Care does need to be taken when wet however.

Taps throughout the block are push down, time delay type.

Shower heads are fixed and operated by pull cord.

Fixed seats are provided in most shower cubicles, others have a stool or WC available.

Water temperature is controlled by thermostatic mixer valves. Temperatures cannot be adjusted.

Mirrors are provided over all basins and at hair dryer points. A full-length mirror is located in the ladies toilet.

There are coat hooks in all cubicles and also in the general areas.

Coin operated hair driers are available in the ladies and ambulant disabled areas.

### Family Room

The family room, with 150mm stepped access, is located adjacent to the gents toilets.

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The door opening width is 710mm, with 595mm for the WC and 770mm for the shower cubicles.

There are 2 toilets in a single compartment, the adult WC seat is 410mm high and the child one is 340mm high.

There are 2 showers in a single cubicle, the shower heads are fixed, the adult one operated by pull cord whilst the child one has an additional push control.

There is a baby bath and changing mat within the room.



### **The Accessible Facilities**

The unisex ambulant disabled washroom is located next to the ladies toilets. It contains shower, WC and basin. The door opens inwards and has a 750mm opening width. There is a pull handle on the door.

The facility is not fully wheelchair compliant.

The shower cubicle has a seat and grab rail. The shower head is fixed and operated by pull cord.

There are 2 grab rails within the cubicle (one horizontal and another angled) and 3 more on the approach.

The access width to the shower cubicle is 575mm.

There is a second cubicle containing a toilet and basin. The access width to this cubicle is 705mm.

The toilet seat is 410mm high. There a wall mounted angled grab rail on the right (as seated).

The basin is 820mm high and set into a vanity unit. It has a laminated surface to the left for personal items. It cannot be reached from the toilet. Taps are the push down, time delay type.

Grab rails are a contrasting colour to the tiled walls.

There is a pull-down baby changing table.

The room is available for all campers whilst the main facilities are being cleaned (11am – 12.30pm approx. daily).

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### Laundry & Food Preparation Areas

Washing up facilities include 4 internal and 2 external sinks. Heights are 980mm internal and 950mm external.

There are laundry facilities located at the rear of the indoor washing up area.

The indoor washing up / laundry area has 2 steps (max 125mm each) at the entrance, with a handrail to the left-hand side. The outdoor washing up sinks have level access.

The laundry facility contains front loading washing machine and dryer. These stand on a 150mm plinth and are not stacked. There is also a 920mm high sink for washing by hand.

A wall mounted iron & freestanding ironing board are also available.

All machines are operated by coin meters.

There is no drying area on the site.

There is also an information leaflet stand in this area.



### Recreational Areas

There is no indoor recreation area.

There is an outdoor children's play area with flat level access. It is not fenced.

The area is located at the top of a bank and equipment makes use of the level difference.

There are 2 swings, a hut structure with slide and an inclined climbing wall.

The play area surface is grass with rubber mats in some locations.

We ask that all children are supervised in the play area.



### Waste, Water, Fire and Evacuation

The recycling area is approached down a gentle incline from most directions.

The surface is concrete and there are no steps, kerbs or handrails.

Waste bins have lift up lids and are a max of 1.275m high.

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A chemical disposal point is located adjacent to the recycling area. It has a sloping tarmac approach and is lit.

Fire points are located by the Chemical Disposal Point and at a gap between the 2 larger fields. They are alarmed and contain a water or foam and a powder extinguisher in each location.

Assembly points are outside reception (concrete surface) and the children's play area (grass). These are noted in the site leaflet issued on arrival.

There is unrestricted access to all firefighting equipment.



### **Self-Catering Accommodation**

Parking is available next to both caravans.

There are 4 or 4 steps (max 225mm) up to the entrance doors with handrails on one or both sides.

Each van has 2 bedrooms and a sofa bed in the lounge, to sleep 6 persons.

They also have a kitchen, dining area, shower room and an en-suite toilet.

The vans are double glazed and centrally heated. There is also a gas fire in the lounge.

There is a fridge freezer, dishwasher, and microwave in both vans.

Each unit has a TV, Freeview and Blu-ray, and DVD players.

Both units are non-smoking.

Up to 2 pets are permitted in each van.

Both units have smoke and carbon monoxide (CO) alarms situated in the lounge (CO) and bedroom corridor (CO and smoke).

**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.**



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"We loved it here. Friendly and helpful staff, beautifully kept site. We had our grandchildren with us, and they absolutely loved the small play area. We will definitely come back."



"We decided to stop on impulse, and we're glad we did. The site has lovely views of the countryside. The facilities were spotless and the staff welcoming and knowledgeable about the area."



"The site is beautiful, and the grounds are very well kept, all the staff are welcoming and very friendly. The facilities are immaculate. The location is very rural with horses in the next field."