

UK CLUB SITES ACCESS STATEMENT

Alton, The Star 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 Alton, The Star.

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

www.campingandcaravanningclub.co.uk/altonthestar

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

Alton, The Star Camping and Caravanning Club Site
Star Road, Cotton, Staffordshire, ST10 3DW

01538 702219



Your Arrival on Site

The nearest bus stop is approx. 500m from site. There are two main train stations: Blythe Bridge is 9 miles from site and Uttoxeter is 10 miles from site.

There are brown signs which say “The Star Caravan Site” on the A52, on the B5417 at all junctions and two large site signs at the main entrance.

Entry to the site is via a keypad, exit is automatic. The barriers do not operate between 11pm and 7am.

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There are tarmac roads throughout the site.

Overnight/late night parking is available at the front entrance. The sites internal car park should not be used between 11pm to 7am as vehicle movement on site is prohibited during these hours.

There is level tarmac leading to reception.

At reception there are no designated spaces. There is an internal designated space next to the accessible facility block.

There are handrails leading to reception on arrival along with an access ramp. There is an access ramp with handrails at the rear of the reception building leading onto the site.

There are no steps or steel inclines leading to reception.

9 spaces are available at the reception car park.

The overnight car park will hold 6 cars.

There are 4 additional internal car parking spaces near the facility block.



Your Check In

The reception is clearly visible on arrival.

The reception opening hours are 9am - 6pm.

Between 6pm and 8pm, there is a walkie-talkie system to contact the designated staff. Between the hours of 8pm and 8am an emergency number is displayed at reception.

There is level tarmac and slabs leading to a 3-foot ramp with a gentle incline into the reception.

There is a 1-inch lip on the reception door.

The floor is clear from clutter.

There is no low-level reception counter, but there is a hatched section that can be opened, and clipboards are available.



Your Pitch

Cars can be pitched next to all pitches on site.

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There are 3 pitches close to the accessible facility.

Hardstanding pitches are gravel.

There are 3 hardstanding pitches with electric close to facility blocks.

There are also super service hardstanding pitches, which have electric water and waste from which the accessible facility block is close.

All hardstanding pitches are level and are edged on to the site tarmac road which has a gentle incline.

The grass pitches are on a gentle slope.



Travelling Around Site

There are speed bumps in the site road.

The reception and facility blocks are all lit and run on sensor and timers. The pitch areas have low level lighting by a central street light style post.



The Facility Block

There is a tarmac road leading to the facility block.

There are no steps leading to the facility block 1 & 2. Facility block 3 has a step into the ladies and gents.

The site has a gently sloping tarmac road that leads to the facility blocks.

Level access to the facility block 1 & 2.

There is one semi ambulant toilet cubicle in the ladies & gents in facility block 2.

All facilities have push button taps.

There are 2 shower cubicles with pull down seats in the ladies facility block 1.

Push button showers throughout.

In facility block 1, ladies showers have 1 step up into the cubicle.

There is timed and sensor lighting around and inside all facility blocks.



The Accessible Facilities

The path is tarmac and gently sloping up to a flat area surrounding the facility block 1 & 2.

There are no handrails leading to the accessible facility. The area is open and flat, handrails are not required.

The approach is level tarmac.

The toilet has handrails.

There is a large flush handle.

There is transfer space both sides of the toilet.

The washbasin can be reached from the toilet.

The washbasin taps are lever top.

There is a hand dryer.

There is a half mirror above the wash hand basin and 1 above the hair dryer.

There are handrails in the shower.

The shower is dial operated.

The shower is level open access.

The floor is non-slip.

There is a hairdryer.

There is an emergency cord, and it can be reached from the floor. It can be heard from the site team pitches, but not reception.



Laundry & Food Preparation Areas

All these areas have good level access over slabs.

The washing machines are front loading.

At least one washing machine can be loaded from the floor.

The tumble dryers are stacked and front loading.

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There is a wall mounted iron.

There is an adjustable standalone ironing board.

There are semi-covered washing up facilities with a roof and sides for limited protection from the elements.

3 sinks have lever taps and a lowered sink has push button taps.

There are no outdoor drying areas.



Recreational Areas

The site has 3 picnic benches and 2 open bench seats.

There is an outdoor children's play area. Access to it is over a flat tarmac road to 1 entrance, the other 2 entrances are accessible over grass.

There is 1 picnic bench in the park.

The play area surfaces are a mixture of rubber and bark.

The rubber surfaced areas do not have raised edge surroundings, the bark areas have a wooden raised edge.



Waste, Water, Fire and Evacuation

There are 3 refuse areas situated around the site all lead off the road edges and have flat, level access.

Paths are tarmac, there are no steps or kerbs.

There are no handrails leading to the compound.

There are waste skips which are chest high with manual lift lids. There is also 1 standard size household dustbin at each point.

There are fire triangles on site.

There is unrestricted access to all firefighting equipment.

There is 1 assembly point in the main entrance car park and 1 assembly point in the top field on the roadside. The surfaces are tarmac leading on to gravel.

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All assembly points are accessible on a tarmac road.



Ready Camp Tents, Pods and Other Accommodation

Parking is available next to all Ready Camp units.

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

There is more than one step leading to all units.

For more information, please visit www.readycamp.co.uk.

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.



"This campsite is not only the most convenient site as it is so close to Alton Towers, it is spotlessly clean and caters for all age ranges. We loved the dog walking area, and all the staff were super friendly."



"The staff were really friendly and gave a warm welcome. The facilities and showers were spotlessly clean! The pitches were well laid out and access was easy. Would definitely visit again."



"Couldn't fault the facilities, toilets & showers were clean and plenty of hot water. The site was peaceful and well maintained and has a good-sized outdoor park if you have children."