



Motorway Service Area - Washroom Guide

Motorway Service Stations | Motorway Rest Areas

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Motorway Service Stations A Washroom Guide

This guide has been created by Cubicle Centre to provide you with the best information for your service station washroom toilet refurbishment.

Common questions are answered, such as:

- [What must a service station provide?](#)
- [What is the correct size for toilet cubicles?](#)
- [What is the best washroom product ?](#)

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“Service Stations provide important stopping points for people visiting an area and this experience can add to the overall enjoyment of the trip.”

VisitEngland

The Importance of Service Stations

Motorway Service Areas (MSAs) offer drivers and passengers comfort and safety when travelling. They are an important aspect of UK tourism and improve road safety.

The facilities provided by MSAs contribute to the visitor experience. For most people the main reason to stop at a service station will be to use the washrooms.

VisitEngland understand the importance of Service Stations. To identify the condition of MSAs in the UK they created the Motorway Service Area Quality Scheme. The scheme aims to reward MSAs who provide a high-quality experience for all travellers. They award a star rating by assessing the facilities using anonymous assessors. These assessors rate catering, cleanliness, staff, food, forecourt, retail, service, toilet facilities and the overall site.

For more information view the [VisitEngland website](#).



Privacy Cubicles



Stop 24 services on the M20



Cairgorm Cubicles

What Must a Motorway Service Stations Provide?

All MSAs must provide as a minimum the following facilities for 24 hours a day, 365 days a year



Free toilets and hand-washing facilities for all road users, with no obligation to make a purchase



The site must comply with all current and future equality legislation



Snacks and hot drinks.
(Hot substantial food available between the hours of 6am and 10pm)



Free parking for up to two hours for all types of vehicle



Access to a cash-operated telephone
(card phones alone will not suffice)



Parent/carer and child facilities containing baby-changing amenities



A free picnic area



Fuel



Free play area for children

View the documentation "Policy on service areas and other roadside facilities on motorways" April 2008

Washroom Planning Considerations

When planning a washroom refurbishment there are some important aspects to consider.



Layout

Signage for male, female and disabled toilets must be clearly displayed. Access to the washrooms through the building should not be impeded by shops and stalls.

Circulation space outside the cubicles should provide a clear pathway to the handwashing area.

[View page 8 for cubicle layouts.](#)



Durability

Compact Grade Laminate (CGL) cubicle panels are recommended. These are tough enough to withstand vandalism.

Cubicle locks, legs and hinges should all be sturdy. This will reduce "out-of-order" time and expensive replacements.

[View our panel test video.](#)



Hygiene

Regular cleaning of the washrooms is important due to high traffic and 24-hour access. The cleaning cupboard or storage room should be located near the washrooms.

Cubicle panels and legs should be durable enough withstand constant cleaning with detergents.

[Recommended product on page 7.](#)



Appearance

A well presented and clean washroom will give a good impression to visitors.

This first impression could decide if visitors stay and buy food and supplies. Colourful cubicles, a well ventilated space, good lighting and clean sanitary ware. These things all contribute to a positive impression.

[Sanitary ware products on page 12.](#)

Service Station Cubicle Calculator

There is a lot to consider when planning a refurbishment for your service station. One of the most important areas will be the washrooms.

This is because the majority of visitors prioritise using the toilet facilities. To get the washrooms right, you must provide the correct number of toilets for your visitors.

The *Department for Transport* created formulas to calculate the correct provision for toilets. These calculations stem from the road's traffic flow.

From the traffic flow, you can discover the number of parking spaces you should be providing. The number of parking spaces will reveal how many visitors you can expect during busy periods. The number of visitors will unveil the number toilets you should provide.

To save you time and effort we created an online calculator tool which does the hard work for you. Enter the traffic flow for light vehicles and HGV's (available online). Then the form will present the following information:

No. of parking spaces for:

- Cars
- HGVs
- Coaches
- Caravans
- Motorcycles

No. of toilets for:

- Females
- Males
- Child-friendly cubicles
- Disabled units

Cubicle Calculator



Type in your area's traffic flow and instantly find out how many parking spaces and toilets your Service Station should provide

[Use our online calculator](#)

Recommended Product for Motorway Service Stations

Cairngorm® Anti-Vandal Cubicles

Cairngorm is suitable for high traffic washrooms where hygiene is important. The panels are water resistant so can be thoroughly cleaned. This product is made-to-measure to optimise the space you have available.

Why are these cubicles perfect for your Service Station?

- ✓ Kick-proof panels – sold for over 10 years
- ✓ Anti-vandal fittings to keep your washrooms in working order
- ✓ Resistant to most detergents for easy cleaning and hygiene
- ✓ Anti-rust fittings and waterproof panels to prevent mildew and bacteria growth
- ✓ Disabled friendly door latches

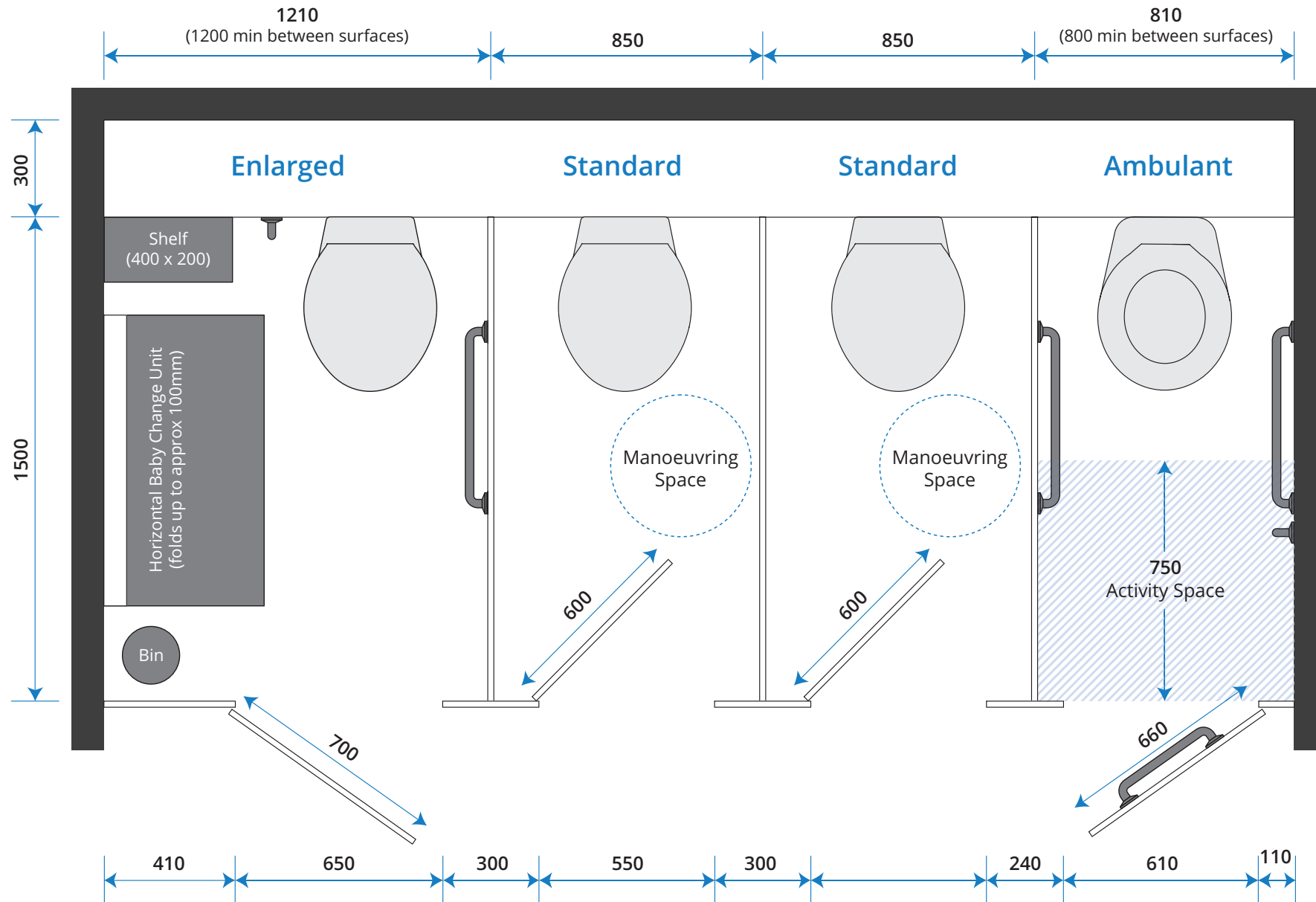


[I'd like a quote](#)

We know that cubicles aren't always treated with respect. That's why these panels are so strong and sturdy that even a sledgehammer can't break them. We call them vandal-proof.

These cubicles are manufactured to order so you can adjust dimensions to suit your space. Nationwide despatch is usually within 10 to 15 working days.

Toilet Cubicle Sizes - Universal Access Guidelines



Toilet Cubicle Sizes - Explained



Enlarged WC Cubicles:

Where there are 4 or more cubicles in a washroom, one of these must be an enlarged cubicle.

Enlarged cubicles must be a minimum width of 1200mm and include an outward opening door.

A horizontal and vertical grab rail set is required around the WC.



Standard Toilet Cubicles:

All standard cubicles must now have a minimum of 450mm diameter manoeuvring space within the cubicle.

Indicator-bolts must be capable of being operated with a closed fist (single action) - and doors must allow for emergency access should the user collapse and become trapped in the cubicle.



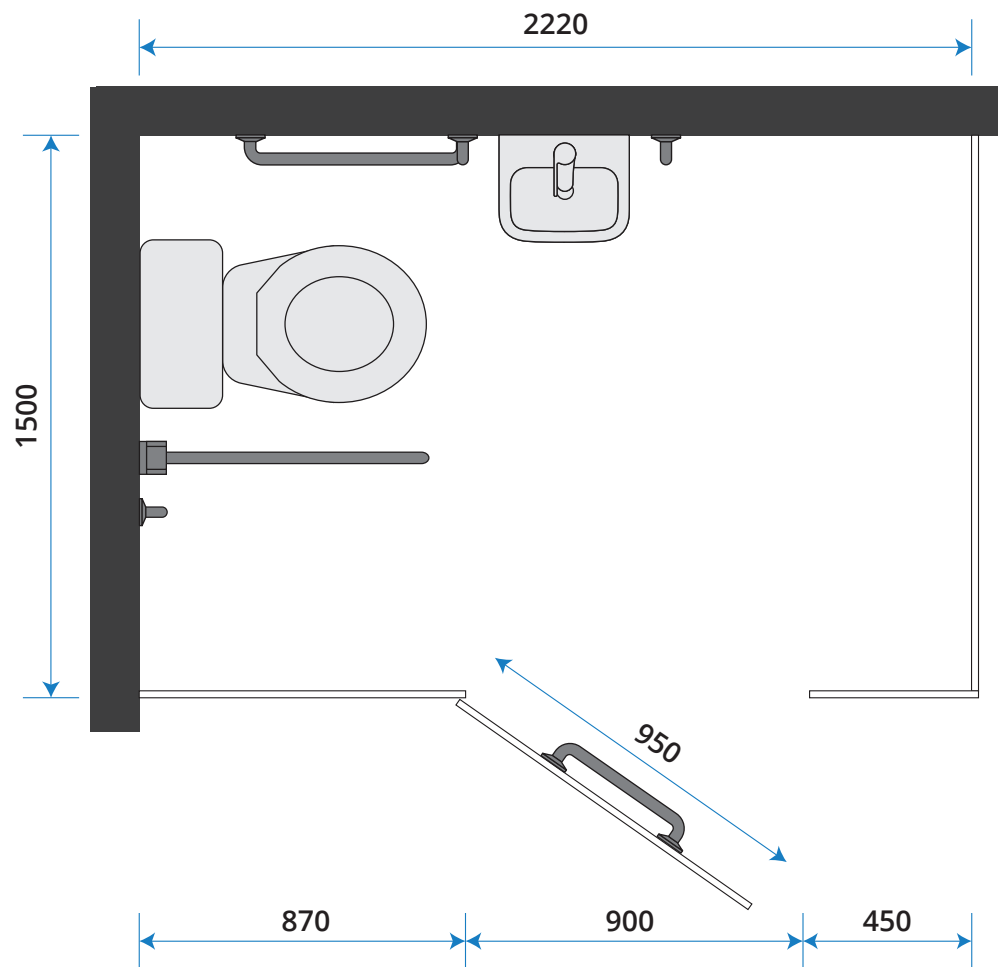
Ambulant Disabled Cubicles:

Every same-sex washroom must have at least one wc cubicle that is suitable for the ambulant disabled.

If there is only one cubicle in the washroom this must be suitable for an ambulant disabled person.

The ambulant disabled cubicle must include an outward opening door.

Toilet Cubicle Sizes - Wheelchair Accessible Cubicles



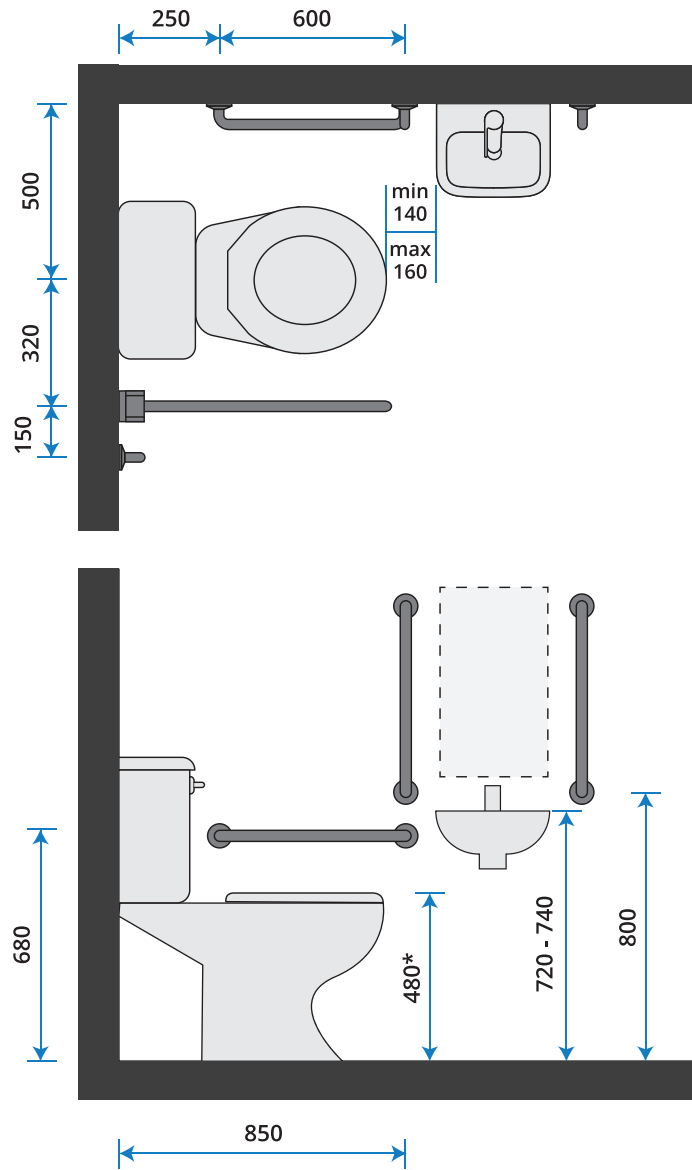
Wheelchair Accessible Cubicles:

The wheelchair accessible layout has been modified to accommodate an overall toilet cubicle length of 2220mm (previously 2000mm).

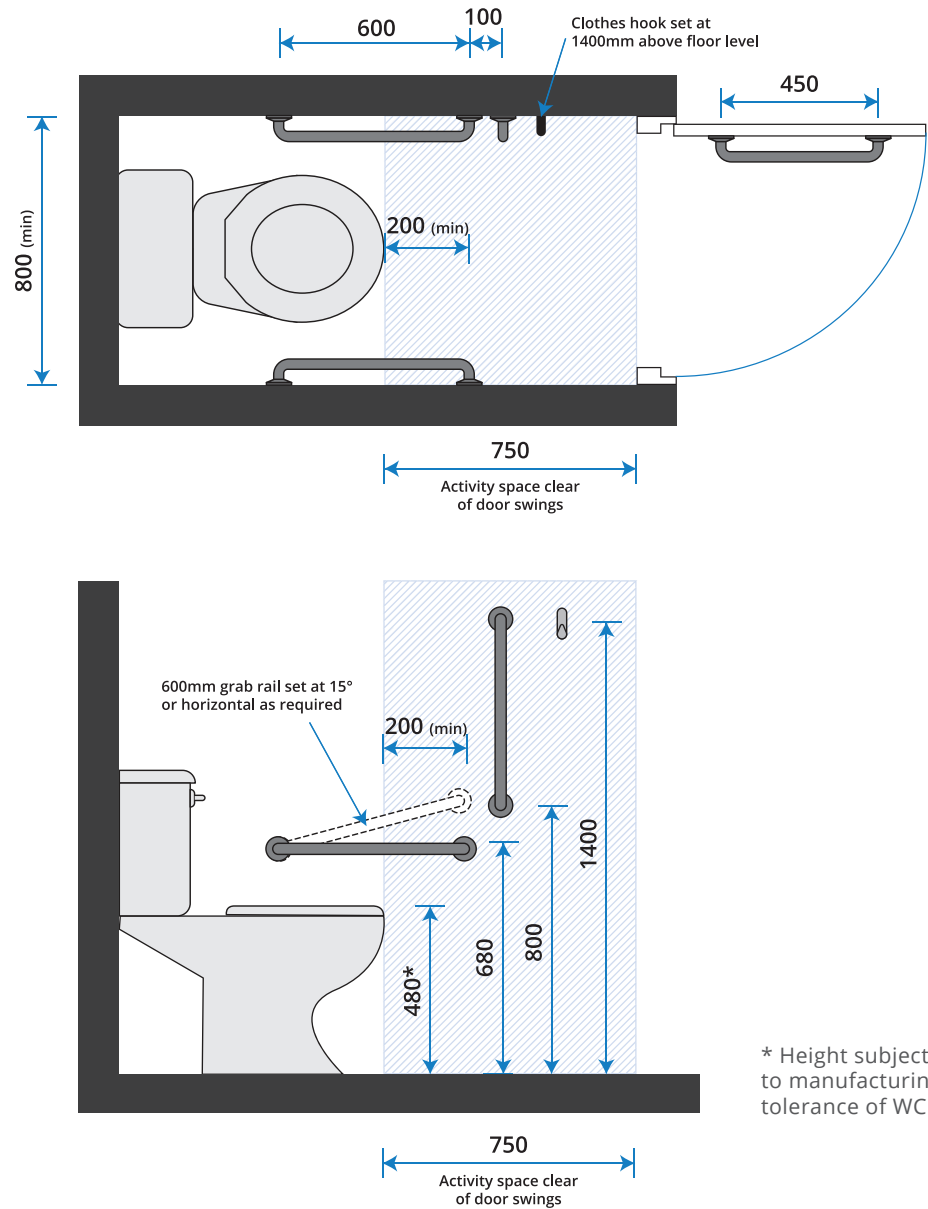
The door opening needs to be 900mm with a 950mm (wide) outward opening door.

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Wheelchair Accessible Toilet



Ambulant Disabled Cubicles



* Height subject to manufacturing tolerance of WC pan

Buy Doc M Packs Online

Source of information

VisitEngland Visitor Attractions Quality Standard



[Click here to view document](#)

Policy On Service Areas And Other Roadside Facilities On Motorways

DEPARTMENT FOR TRANSPORT

DfT Circular 01/2008
Department for Transport
Great Minister House, 76 Marsham Street, London SW1P 4DR

2 April 2008

POLICY ON SERVICE AREAS AND OTHER
ROADSIDE FACILITIES ON MOTORWAYS AND
ALL-PURPOSE TRUNK ROADS IN ENGLAND

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Equality Act 2010

Equality Act 2010

CHAPTER 15

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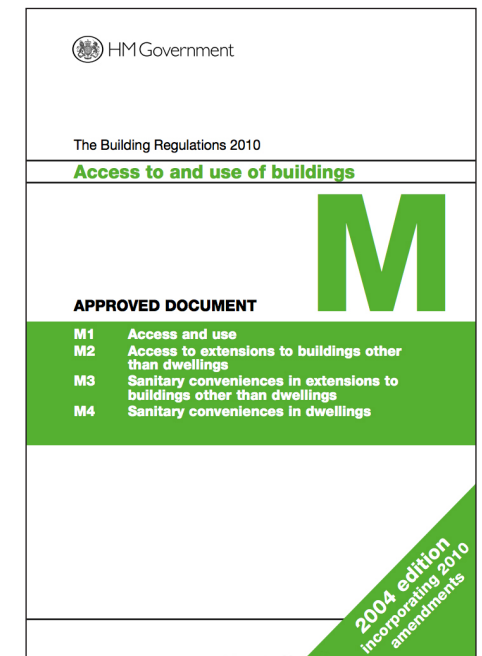
PROHIBITED CONDUCT

Discrimination

13 Direct discrimination

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Access to and use of buildings- Approved document M



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