VisitEngland™

Access for All Award

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Welcome to the VisitEngland Access for All Award Winners brochure

The VisitEngland Awards for Excellence celebrate the very best of English tourism. Each year, hotels, B&Bs, attractions and conference venues across England compete to win the Access for All Tourism Award an accolade which recognises tourism businesses that excel in providing access for all visitors and particularly people with impairments and other physical and sensory access needs.

This booklet is designed to introduce you to a wide variety of these award-winning businesses all of which offer detailed accessibility information, excellent physical access and the warmest of welcomes.

Many of the accommodation businesses in this booklet are members of VisitEngland's National Accessible Scheme (NAS) and have been independently assessed by trained assessors against demanding criteria, giving you piece of mind when booking.

You can find more information on the scheme at www.visitengland.com/accessforall and a list of rated businesses on www.openbritain.net and in the 'Holidays in the British Isles' guide book by Disability Rights UK.

All of the businesses featured will have a written Access Statement available on their website and/or on request, detailing their accessibility from parking and arrival to toilet provision.

I do hope you enjoy this first edition and make the most of accessible England.

Penelope, Viscountess Cobham
Chairman VisitEngland

VisitEngland
Awards for Excellence
2012
Access for All
HIGHLY COMMENDED

enjoyEngland.com
★★★★
GUEST HOUSE

enjoyEngland.com
Gold
AWARD

Abbey Guest House

Abbey Guest House is a quiet, homely and highly accessible bed and breakfast in the historic town of **Abingdon-on-Thames** with its riverside parks and gardens, leisure attractions, waterside pubs and Monday market.

There is a choice of seven en suite bedrooms, including an easy access room on the ground floor. This room has two electric adjustable single beds, lowered light switches, a full-length mirror and the option to add or remove furniture as required.

Hoists can be hired from a local supplier if requested in advance. This room has a wet room shower with non-slip flooring, grab bars and a shower chair available on request. There is also an allergy-friendly bedroom with hardwood flooring and fully washable fixtures and furnishings.

The property offers a number of aids, such as a vibrating and strobe alarm, a portable hearing loop, bed rails and accessible cutlery. They can cater for special dietary needs and some personal assistance can be arranged in advance. Assistance dogs are always welcome with their owners and can use the fenced-in rear garden.

Guests can also enjoy private parking (with a Blue Badge bay), excellent bus services, secure cycle/scooter storage, Fair Trade items and free Wi-Fi.

www.abbeyguest.com

VisitEngland Awards for Excellence 2012 Access for All HIGHLY COMMENDED

VisitEngland QUALITY ASSURED VISITOR ATTRACTION

The Beacon

The Beacon Museum in **Whitehaven** tells the history of this fascinating corner of the western Lake District. The Beacon offers a great day out for all the family and a quality experience to all its visitors.

The museum is fully accessible for wheelchair users and pushchairs. Wheelchairs are available to loan. A staff guide can accompany visitors with visual or hearing impairments. There are also subtitled video presentations, induction loop systems on all audio presentations and transcripts of audio and oral history presentations. A tactile museum guide and large print literature are available.

The Beacon has an exciting interactive approach, bringing its stories to life. The museum displays its collection alongside simple exhibition graphics and is packed with things to see, touch, hear and smell.

With a commitment to outstanding customer service, all staff undergo a variety of customer service training, including the Welcome All accessibility awareness course. Staff are constantly striving to improve the visitor experience at the attraction.

The museum is financially accessible too – with free admission for children and the option of an affordable annual ticket.

www.thebeacon-whitehaven.co.uk

enjoyEngland
Awards for Excellence 2011
SILVER WINNER

VisitEngland
QUALITY ASSURED VISITOR ATTRACTION

Cadbury World

Cadbury World in the historic Bournville village, **Birmingham**, is the only purpose-built visitor centre in the UK devoted entirely to chocolate.

During a Cadbury World tour visitors can experience the Aztec jungle and cocoa's history, the cocoa bean's journey to Europe, John Cadbury's story, chocolate making and manufacturing, packaging and demonstrations, advertising, interactive chocolate displays and the world's biggest Cadbury Shop.

A large print 'access for all' guide is available and concessions are offered for visitors with disabilities. Throughout the attraction animations and still exhibits enhance the experience. There are themed sets and zones including darkened areas with low-level lighting and moving and interactive audio/visual images. Visually impaired visitors have the opportunity to touch and feel key props at various stages of the exhibition. There are audio tours and subtitles on video presentations.

Wheelchairs are available for hire and the exhibition and site has ramped access throughout. The Cadabra ride has a specially adapted mobile car, which can seat one wheelchair user and one companion.

www.cadburyworld.co.uk

VisitEngland
Awards for Excellence
2013
Access for All
HIGHLY COMMENDED

enjoyEngland.com
★★★★★
ACTIVITY ACCOMMODATION

Calvert Trust Exmoor

Calvert Trust Exmoor is the South West's premier outdoor activity destination for people with all types of disabilities. Located in an area of outstanding natural beauty on the edge of **Exmoor National Park**, the centre enables people with a disability of all ages, along with family and friends, to experience exciting and enjoyable outdoor activities.

Calvert Trust Exmoor is the only five-star activity accommodation in the country. Activities on offer include climbing, archery, horse riding, wheelchair abseiling, sailing, accessible cycling and much more. The centre's fully accessible accommodation consists of en suite single, twin and triple bedrooms, including some rooms with H-track ceiling hoists. A number of apartments have an open plan kitchen and living space, which can be booked on either a self-catering or fully inclusive basis. Mobile hoists, shower chairs, electric beds, trembler pads and other equipment are available.

Facilities on site include a fully accessible hydrotherapy swimming pool with high needs changing facilities, a jacuzzi, children's play area, games room, bar and sensory room. Guests love the Acland room - a fully glazed, elevated, communal area with fantastic views across Wistlandpound Reservoir, the River Yeo valley and South Devon.

www.calvert-trust.org.uk/exmoor

Access for All Award
REGIONAL WINNER
2011

Chill Factor[e]

Chill Factor[e] is the UK's most authentic indoor ski resort, complete with real snow and a welcoming atmosphere. It is situated on Trafford Quays Leisure Village opposite the Trafford Centre, less than four miles from **Manchester** city centre and just off junction 10 of the M60 motorway.

Chill Factor[e] is the perfect destination for all the family. As well as skiing or snowboarding, guests can try one of the many great snow activities from sledging to the Luge ice slide or extreme sledging.

Chill Factor[e] is home to Disability Snowsport UK, a nationwide, registered charity providing adaptive skiing for individuals with any disability, including physical, sensory and learning disabilities. By using adaptive equipment and specialist instruction and support they are able to cater for people with very limited mobility.

The majority of the attraction is accessed at ground floor level. There is an additional restaurant, bar and conference facilities on the first floor which are accessible by lifts or stairs. Accessible toilets and large print information are available.

www.chillfactore.com

enjoyEngland
Awards for Excellence 2011
SILVER WINNER

Colston Hall

Colston Hall is the South West's biggest concert hall situated in **Bristol's** city centre. In September 2009 the hall, built in 1867, opened its £20 million new foyer with fully accessible bars, restaurants, new educational spaces and renewable features.

Anyone who needs help attending an event at Colston Hall is entitled to a free companion ticket. Colston Hall can also provide an assistant for those wanting to attend a concert alone. Registered assistance dogs are admitted and can be looked after during shows.

Fourteen wheelchair users can be accommodated in the two concert halls at any one time with accessible seating available close to the stage. All areas of the foyer and auditorium are wheelchair accessible and there is a lift to all floors. A wheelchair is also available for guests to borrow.

Colston Hall will provide a British Sign Language interpreter for concerts if required and large print, tape or Braille brochures. Staff in the hall's café can recommend suitable foods for those with dietary requirements or allergies.

There are accessible car parking facilities at a nearby public car park.

www.colstonhall.org

VisitEngland
Awards for Excellence
2012
Access for All
GOLD WINNER

Curve Theatre

The Curve Theatre in the heart of the Midlands in **Leicester** showcases exciting, diverse and inspiring theatre.

The venue has level access throughout, lifts to all floors and wheelchair lifts in backstage areas. Key areas feature lowered counters and there is an extensive range of accessible seating. There are induction loops throughout the building and accessible toilet facilities fitted with alarms.

Access goes one step further than using the building. The theatre offers a range of assisted performances including British Sign Language interpretation, audio description and on-screen captions. The public can attend dress rehearsals for £2 and free foyer performances – making the arts accessible to everyone.

Customers requiring particular assistance are entitled to a free ticket for their companion.

Tactile tours of the stage are offered to those with a visual impairment before audio described performances. Assistance dogs are welcome and Curve Café has dietary and allergy aware menus for those with specific requirements.

Blue badge parking is also available at a car park adjacent to the theatre.

www.curveonline.co.uk

enjoyEngland
Awards for Excellence 2011
GOLD WINNER

The Deep

The Deep in **Hull**, East Yorkshire, is one of the most spectacular aquariums in the world. This award-winning visitor attraction is home to over 3,500 fish including sharks and rays – making it the perfect family day out.

The dramatic building overlooks the Humber Estuary and is only a few minutes' walk from the Museums Quarter and Hull Marina. It offers a unique blend of stunning marine life, interactive exhibits and audio-visual presentations, which tell the story of the world's oceans.

The Deep is well-equipped for visitors with disabilities and additional needs. There are tactile and braille copies of The Deep guidebook for visitors with a visual impairment to borrow. The Deep guiding team can produce extra tactile exhibits, which can enhance the visitor experience. There is a vast amount of purely visual information within the exhibition for visitors with hearing impairments and they hold regular quiet days when the lights in the attraction are made brighter and most of the audio noise is turned off.

The Deep is on three levels, all of which are accessible by lift. Wheelchairs (including electric ones) are available to use free of charge.

www.thedeep.co.uk

Access for All Award
REGIONAL WINNER
2010

enjoyEngland.com
FARMHOUSE

enjoyEngland.com
Gold AWARD

Double Gate Farm

Double Gate Farm Bed and Breakfast is centrally situated on the Somerset Levels, just three miles from **Glastonbury** and six miles from Wells, with fine views of the Mendip Hills. The property consists of a comfortable listed Georgian farmhouse, Swallow Barn and Riverside Suites, where guests can choose from self-catering or bed and breakfast.

All ground floor areas are wheelchair accessible. The large, ground floor Riverside Suites and Swallow Barn are designed for accessibility. Both have wet room showers with a choice of seating and other bathroom aids. Swallow Barn has both low-level and standard height work surfaces in the kitchen. A list of extra equipment is available including information and menus in Braille and large print, tactile and shake awake alarm clocks and a spare wheelchair. Assistance dogs are welcome in Swallow Barn and Riverside Suites and blankets, water bowls and treats can be supplied.

Double-Gate Farm has a spacious, accessible dining room with 180 degree scenic views of the garden and meadows. Guests are invited to relax on the patio in the lovely flowered garden, lit by lanterns in the evening.

www.doublegatefarm.co.uk

enjoyEngland
Awards for Excellence 2009
SILVER WINNER

Elms Farm Cottages

Elms Farm Cottages at Hubberts Bridge near the historic east coast market town **Boston** in Lincolnshire consists of nine self-catering holiday cottages. They are set in over 18 acres of grass paddocks on a family farm with two private fishing lakes for guests to enjoy. The converted barns and stables provide an accessible wedding and conference venue.

All of the cottages are accessible for wheelchair users with wider doorways. Four of the cottages have wet room showers with grab rails, raised toilets, adjustable washbasins and shower seats. A further two cottages have wet room showers and bathrooms. Guests can reserve shower wheelchairs and items such as perching stools, bath steps and bath seats.

The cottages are set side by side around a pretty courtyard garden with outside seating and a barbecue area. Some cottages have interconnecting doors in the lounge area, which make them popular with groups. Each cottage has level access throughout and from the large, secure tarmac car park. Boston is close to the Skegness and Norfolk beaches and many nature reserves with wheelchair access like the scenic Frampton Marsh wetlands.

www.elmsfarmcottages.co.uk

VisitEngland
Awards for Excellence
2013
Access for All
BRONZE WINNER

VisitEngland
QUALITY ASSURED VISITOR ATTRACTION

Eureka! The National Children's Museum

Eureka! The National Children's Museum and award winning educational charity opened in 1992 in **Halifax**, West Yorkshire. The brightly coloured windmill and the yellow brick road leading to its entrance make it stand out amongst the surrounding stone buildings. Nearby, disabled parking is in marked bays in the extensive car park and there is a drop off point nearer to the entrance.

The museum, already popular with physically and learning disabled visitors, has recently received funding to increase its accessibility through the Helping Hands project. Once inside the museum, accessible features include lots of exhibits to smell, touch, press and pull. There are disabled toilets on the ground and first floors and a glass sided lift to the first floor. Ear defenders are available for visitors with noise sensitivity.

There is lots of wheelchair accessible outdoor space, including the Wonder Walk with scented plants for visually impaired visitors to enjoy. Wheelchairs of different sizes are available for use in the museum.

Groups including a disabled child can book a free service where a member of staff helps to plan the visit, meets the party and looks after them for two hours.

www.eureka.org.uk

VisitEngland
Awards for Excellence
2012
Access for All
GOLD WINNER

VisitEngland
QUALITY ASSURED
VISITOR
ATTRACTION

Great North Museum: Hancock

The Great North Museum, located on **Newcastle** University campus on the edge of the city centre, brings together the North East's premier collections of archaeology, natural history, geology and world cultures. Highlights include a large-scale, interactive model of Hadrian's Wall, a planetarium and a life-size T-Rex skeleton.

An external ramp and platform lift ensure the whole building is accessible. The museum is spread out across ground floor and first floor levels, with lifts and stairs providing access to all floors. All interactive displays are accessible for people who use wheelchairs. A wheelchair is available for visitors to use.

There are a number of audio points in the museum. Video with spoken narrative is subtitled and has accompanying British Sign Language. Audio points in the Hadrian's Wall gallery have text versions on the panels.

Large print maps of the museum are available and assistance dogs are welcomed. Guided tours of the museum are available on request and can be booked in advance. As well as being a great place to visit, this accessible venue can be hired privately for weddings, childrens' parties and other special occasions.

www.twmuseums.org.uk/great-north-museum

enjoyEngland
Awards for Excellence 2010
SILVER WINNER

enjoyEngland.com 4★-5★ SELF CATERING

enjoyEngland.com Gold AWARD

Hidelow House Cottages

This luxury self-catering holiday cottage accommodation is an ideal base for visitors to Herefordshire and Worcestershire, located on the edge of the beautiful, rolling **Malvern Hills**.

Guests can experience worry-free holidays with specialist facilities and services for disabled guests and their companions.

There are three wheelchair accessible cottages to choose from, sleeping from two to 12 people. Two have been sympathetically converted from stone and half-timbered barns, retaining many original features. The third is a new, purpose-built cottage suitable for larger groups or families.

All three cottages have wet room showers and one cottage has an accessible kitchen. The helpful owners, Pauline and Stuart, live on site and are full of friendly advice. They can provide qualified carers to assist with bathing, dressing or just to give guests' companions a break.

Many items of mobility equipment are available free of charge and guests can dip into the useful accessibility directory about local attractions and amenities.

The landscaped gardens are accessible, with gentle grassy ramps that lead down to a wild pond area. Private, accessible parking is available for each cottage.

www.hidelow.co.uk

enjoyEngland Awards for Excellence 2011 GOLD WINNER

VisitEngland Awards for Excellence 2013 Access for All HIGHLY COMMENDED

enjoyEngland.com ★★★★★ SELF CATERING

enjoyEngland.com Gold AWARD

Hoe Grange Holidays

Hoe Grange Holidays is a selection of four homely self-catering log cabins on a working farm on the edge of **The Peak District**, Derbyshire.

The cabins are designed for ease of access and are suitable for guests with disabilities. A wide range of specialist, accessible equipment can be provided, such as a mobile hoist, an electric profile bed, a perching stool, shower chairs and bed rails. All cabins have level thresholds and wide doorways. Three of the cabins have spacious wet room showers.

Access information for local attractions and restaurants is available and the owners are on site to help guests throughout their stay. Additional support can be arranged via a local care service provider if needed.

Hoe Grange Holidays is the first and only holiday accommodation in the UK to offer a Boma 7 off-road wheelchair for hire, which can be used on the High Peak Trail, around the farm, or at local beauty spots such as Carsington Water for exciting outdoor adventures.

Hoe Grange is accessible for all and welcomes cyclists, walkers, families and guests who wish to bring their own horses on holiday. Guests can help to feed the animals on the working farm and take the guided tours on offer.

www.hoegrangeholidays.co.uk

Access for All Award
REGIONAL WINNER
2009

enjoyEngland.com
★★★★
SELF CATERING

Hue's Piece

Hue's Piece cottage is based in a quiet rural location at Paynes Farm, part of the National Trust's estate at Killerton, Broadclyst, just 15-minutes from **Exeter**, East Devon.

Hue's Piece has been carefully designed and furnished to retain its historic character with accessibility in mind. The three-bedroom cottage, with one double and two single rooms, is single storey and level, making it ideal for wheelchair users.

Accessible features include a wet room shower and lowered worktops in the kitchen. Extra equipment can be provided for bathroom accessibility.

Outside there is an accessible outbuilding where you can store mobility scooters and charge up the batteries. There are two linked gardens - one fully enclosed area, ideal for assistance dogs and one with wheelchair accessible paths and a sensory flower and herb border.

Home-cooked breakfasts and suppers can be prepared and brought over from the main farmhouse by the family who run the accommodation. They can also do grocery shopping for guests before or during their holiday.

www.paynes-farm.co.uk

enjoyEngland
Awards for Excellence 2009
GOLD WINNER

The Hytte

The Hytte in **Northumberland** opened in 2006 and offers a unique and interesting setting for a luxury break. It has been described as one of the most forward thinking tourism businesses in the UK.

The four-bedroomed self-catering accommodation is built in the style of a traditional single-storey Norwegian mountain lodge with a grass roof. It is ideal for families or groups, particularly those with a disability and wheelchair users.

The open plan, uncluttered space with wooden floors is wheelchair accessible. The kitchen has been fully adapted to cater for wheelchair users and less mobile guests and includes illustrations inside cupboard doors to assist guests with dementia or learning disabilities.

The larger bedroom has height-adjustable profiling beds and the shower room has a level entry shower, adapted WC and hand basin. A self-propelled shower wheelchair is also available.

Patio doors open to a large decking area with accessible ramps and paths leading guests to the garden and wildlife area. There's a hot tub on a raised plinth with space for a mobile hoist so that everyone can enjoy a dip.

www.thehytte.com

enjoyEngland
Awards for Excellence 2010
GOLD WINNER

enjoyEngland.com
HOTEL

enjoyEngland.com
Silver AWARD

imago at Burleigh Court

imago at Burleigh Court is a first-class four-star international conference centre and hotel, located one mile from junction 23 of the M1, eight miles from East Midlands Airport and three miles from **Loughborough** Station.

The hotel has 225 quality bedrooms, ranging from standard en suites to luxury executive suites, top specification training rooms, a versatile exhibition area and a superb restaurant and private dining service. The restaurant and all meeting rooms are on the ground floor with no steps or obstructions.

A number of bedrooms have been specifically designed for guests with disabilities, with the choice of an level entry shower or bath tub. A hoist and shower stool are available for guests who need them. The hotel also provides accessible parking bays.

A dedicated team is always on hand to help and understand your needs. Staff are trained on the Welcome All disability awareness programme and chefs can meet any dietary requirements.

www.welcometoimago.com

Access for All Award
REGIONAL WINNER
2010

enjoyEngland.com
SELF CATERING

enjoyEngland.com
Gold AWARD

Kerridge End Holiday Cottages

These luxurious self-catering cottages are located in the grounds of Kerridge End House, a former gentleman's residence built in 1837 for John Mellor. Kerridge End is in the conservation area of Rainow village, which lies in the foothills of the Pennines, straddling the **Cheshire boundary of the Peak District National Park**.

There are three holiday cottages at Kerridge End. The Hayloft, which sleeps up to six people, has been specifically designed to be easily accessible. The property, apart from one bedroom, is all on one level. Accessible features include a wet room with a shower chair, a waterproof wheelchair, a wheelchair-height work surface in the kitchen and a lower level clothes rail in the wardrobe.

Sensory aids are available, such as a jumbo alarm clock with a shaker and magnifying glass, a swan neck lighting facility and colour contrast throughout the property.

Outside, the gardens feature an eating area with a wheelchair accessible picnic table and designated car parking with level access entry into the accommodation. Assistance dogs are welcome and can be exercised in the adjacent field.

www.kerridgeendholidaycottages.co.uk

enjoyEngland
Awards for Excellence 2009
SILVER WINNER

National Theatre

The National Theatre in **London** aims to be accessible and welcoming to all who want to experience their new plays and world classics.

The theatre offers a regular programme of accessible, assisted performances, including captioned performances for Deaf, deafened and hard-of-hearing people and audio-described performances for blind and visually impaired people.

Performances in a relaxed environment are particularly suitable for those with autism spectrum conditions, sensory or communication disorders or a learning disability. Touch tours give blind and visually impaired people the chance to visit the stage and handle props.

The National Theatre also offers a varied programme of other events including platform performances, backstage tours and exhibitions. Infra red audio headsets and personal neck loops are available and Contego wireless audio amplification systems for backstage tours.

The National Theatre's brochure is available in alternative formats, including audio CD, large print and Braille. Assistance dogs are welcome and can be taken into the three auditoriums.

Free parking is provided in the National Theatre car park for Blue Badge holders attending a performance.

www.nationaltheatre.org.uk

VisitEngland
Awards for Excellence
2013
Access for All
HIGHLY COMMENDED

One Great George Street

One Great George Street is a fully accessible central London venue, situated in the heart of **Westminster**. The building is perfect for conferences, meetings, gala dinners, press conferences, wedding ceremonies and receptions.

A platform lift with integrated steps allows access via the main entrance of the building, still in keeping with the 100-year-old facade. The venue is close to Westminster tube – one of the most accessible and step-free tube stations in London. There are two restaurants available, which can cater for most food allergies such as coeliac disease and gluten intolerance.

A large print menu is offered in Brasserie One. In the café bar, wheelchair users are given priority for accessible tables.

Other accessible features include induction hearing loops in the main theatres, portable loops for use anywhere in the building, wide internal corridors allowing access throughout the building, permanent and lightweight portable ramps for stage access and strobe fire alarms in all common areas. Assistance dogs are welcome and catered for.

One Great George Street pride themselves on being a leading accessible venue that enables anyone, regardless of ability, to participate fully in any event held with them.

www.onegreatgeorgestreet.com

Access for All Award
REGIONAL WINNER
2009

Access for All Award
REGIONAL WINNER
2010

enjoyEngland.com
★★★★
HOTEL

Park House Hotel

Park House Hotel is a unique country house hotel located in the beautiful west Norfolk countryside with easy access to **King's Lynn**. The venue is based on the Royal Sandringham Estate, the birthplace of Princess Diana.

The Leonard Cheshire Disability charity operates the hotel, with its eight single and eight twin-bedded rooms, making it fully accessible for people with mobility difficulties and other disabilities. Equipment such as clos-o-mat toilets, tracking hoists, commodes and shower chairs are available on request.

Guests can enjoy the hotel's extensive grounds, including the new sensory garden, which is wheelchair accessible with level paving and seating areas. The heated swimming pool, complete with a hoist facility, is open from May to September.

An in-house care team provides care and assistance if needed, or simply the peace of mind and reassurance that someone is nearby.

The hotel organises optional outings and entertainment with its fleet of adapted minibuses. There are also many themed weeks throughout the year, spanning subjects from painting to stately homes - not forgetting the famous Sandringham Flower Show in July.

Sandringham Visitor Centre and Sandringham House are almost next door.

www.parkhousehotel.org.uk

Access for All Award
REGIONAL WINNER
2011

VisitEngland
QUALITY ASSURED
VISITOR
ATTRACTION

RSPB Saltholme

RSPB Saltholme is an awe-inspiring wildlife reserve and discovery park in the industrial heartland of the **Tees Valley**.

The visitor centre, outdoor trails and wildlife hides were designed with an accessible 'barrier free' approach in mind.

Access to the visitor centre from the car park is on level ground and there are six accessible parking spaces close to the centre. The main entrance and reception area are situated on the level access ground floor.

Within a short distance of the visitor centre, you'll find Saltholme's celebrity-designed wildlife garden. It includes many sensory elements that allow visitors, in particular those with sensory impairments, to engage with the natural world.

The wildlife reserve and discovery park have four outdoor trails that are surfaced in bound gravel.

The majority of these trails are on level ground and staff and volunteers can advise individual visitors on the best trail to follow.

Visitors can now access the seal view point to see over 80 common seals, a short drive from the main reserve (when the tide is right).

A small car park leads to a new, wheelchair accessible footpath, surfaced in bound gravel with ramps leading up to the viewing platform.

www.rspb.org.uk/saltholme

enjoyEngland
Awards for Excellence 2010
SILVER WINNER

The Sage Gateshead

The Sage **Gateshead** music and arts centre was designed and built to be accessible to all and has become a model of good practice with high standards for visitors, performers and staff alike.

Accessible facilities include level access to all areas and wheelchairs, walkers, and mobility scooters are available to visitors.

All signage and lift buttons are in Braille and lifts have visual and audio indicators and emergency buttons at floor and wheelchair level. Wheelchair users can choose to sit with family and friends in a variety of locations. Assistance and hearing dogs are welcome.

All activities at the centre are open and accessible to everyone. There are also specialist programmes designed for customers with specific requirements, including Musical Bumps for pregnant mothers, the SoundBites programme for families, the Silver programme for over 50s and Music Spark providing work experience and employment for adults with learning difficulties.

www.thesagegateshead.org

VisitEngland Awards for Excellence 2012 Access for All HIGHLY COMMENDED

VisitEngland Awards for Excellence 2013 Access for All GOLD WINNER

VisitEngland QUALITY ASSURED VISITOR ATTRACTION

Sandcastle Waterpark

Sandcastle Waterpark, located in the famous seaside resort of **Blackpool**, is the UK's largest indoor waterpark with over 18 slides and attractions set in a tropical climate. There is something to entertain everyone, from the Hyperzone slides to the tranquil shallow water in the Shimmering Shallows.

Sandcastle Waterpark welcomes guests with a wide variety of access needs and deals with each situation on an individual basis. This is an ideal environment to build up confidence in water, as there are slopes into both main pools with gradients from zero to 1.8 metres. They also have accessible water ambassadors, pool accessible wheelchairs, floatation vests and specially designed equipment to give extra confidence and support where necessary.

Accessible facilities include induction loops, wide access gangways, accessible toilets and changing rooms, poolside wet room facilities, support rails, access statements, accessible video guides, a first aid room with a private treatment room and accommodation for access dogs. There is a dedicated pool safety hotline for guests to discuss requirements prior to their arrival.

www.sandcastle-waterpark.co.uk

VisitEngland
Awards for Excellence
2013
Access for All
SILVER WINNER

VisitEngland
QUALITY ASSURED
VISITOR
ATTRACTION

Science Museum

London's Science Museum is the home of human ingenuity. It's world-class collection of over 200,000 three-dimensional objects records scientific, technological and medical achievements from around the globe.

The museum welcomes over 2.9 million visitors a year and aims to make sense of the science that shapes our lives, inspiring visitors with iconic objects and award-winning exhibitions.

The Science Museum is also committed to being as accessible as possible to a wide range of visitors. Resources include a large print accessibility map, Makaton language resources and Braille information.

The museum holds accessible events, including events for deaf audiences, deaf-led tours of galleries, SIGNtific family events and audio described events for partially sighted or blind visitors. Specially trained staff members are always on hand.

The museum is fully wheelchair accessible. A limited number of adult and child wheelchairs are available and may either be booked in advance or borrowed on the day. Guide dogs, hearing dogs and assistance dogs are welcome throughout the museum. Disabled visitors receive concessionary prices for the IMAX 3D cinema and an enabler/support person is eligible for free entry.

www.sciencemuseum.org.uk

Access for All Award
REGIONAL WINNER
2010

St Martin-in-the-Fields

St Martin-in-the-Fields is a vibrant and innovative church in **London's** Trafalgar Square dating back to around 1222. It was the location of the first lending library and the first religious broadcast. Many charities have also been founded here, including Amnesty International, Shelter and the Big Issue. The church has worked with homeless people since the First World War and this continues through The Connection outreach and support service.

The beautiful baroque architecture at St Martin's was renewed and made fully accessible in 2008. Its design and warm welcome extend downstairs to the shop, brass rubbing centre and Café in the Crypt.

A loop system is in operation in the church for those hard of hearing. There is wheelchair access via a ramp on the north side of the church and lift access to the crypt. People with disabilities can get a second ticket to concerts free of charge for their companions, subject to availability.

The church upholds an outstanding music programme and an internationally acclaimed concert series with a tradition of Mozart and Handel performances. Visitors can attend around 20 church services, six classical music concerts and one jazz night every week, as well as free art exhibitions and education programmes.

www.stmartin-in-the-fields.org

VisitEngland
Awards for Excellence
2012
Access for All
BRONZE WINNER

enjoyEngland.com
★★★★
UNIVERSITY ACCOMMODATION

University of Leeds, Storm Jameson Court

Storm Jameson Court is a stunning hotel style building offering en suite bedrooms right at the heart of the University of Leeds campus, an ideal base to explore the buzzing city of **Leeds** or the surrounding countryside.

Located a short stroll from Leeds city centre, rooms are available to guests during the summer months between mid-June and mid-September for very reasonable prices.

The 23 accessible bedrooms have been designed to suit a variety of different access needs and include facilities such as handrails, level-access showers, hearing loops and colour contrast. Staff are available to assist guests 24 hours a day.

The main reception has a hearing enhancement facility (induction loop) and a dual level reception desk that is flooded with natural light during the day from the floor to ceiling glazing and illuminated at night to prevent glare or shadow.

Each level is accessed by a series of lifts allowing a comfortable route to the accommodation via power operated doors and flush thresholds. With no steps on any of the levels, the building is easily accessible to wheelchair users.

www.meetinleeds.co.uk

Quality Schemes

Businesses that participate in the VisitEngland star rating quality schemes for accommodation and Visitor Attraction Quality Assurance Scheme are indicated by the applicable quality rose logo(s). For more information go to **www.visitengland.com** and click on 'Practical Information'.

National Accessible Scheme

Mobility Impairment

Older and less mobile guests
If you can climb a flight of stairs, but banisters or grip handles would make this easier.

Part-time wheelchair users
If you have problems walking or can walk a maximum of 3 steps, or need to use a wheelchair some of the time.

Independent wheelchair users
If you're a wheelchair user and travel independently.

Assisted wheelchair users
If you're a wheelchair user and travel with a friend or family member who helps you with everyday tasks.

Access Exceptional is awarded to establishments that meet the requirements of independent wheelchair users or assisted wheelchair users and also fulfil more demanding requirements.

Visual Impairment

Visually impaired guests
If you have difficulty reading small print, are registered blind, have poor sight or a visual impairment.

Hearing Impairment

Guests with hearing loss
If you have a slight hearing difficulty, are deaf, wear a hearing aid or have hearing loss.

This indicates an Exceptional level of facilities and services

Additional help and guidance on accessible tourism can be obtained from the national charity Tourism for All.

Tourism for All
7A Pixel Mill
44 Appleby Road
Kendal
Cumbria LA9 6ES

Information helpline: **0845 124 9971**
Email: **info@tourismforall.org.uk**
Web: **www.tourismforall.org.uk**
and **www.openbritain.net**

With thanks to Tourism for All for their assistance in the production of this brochure.

For a large print or plain text version of this document email qad@visitengland.org

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For tips and advice on holiday travel in England, go to **www.visitengland.com/accessforall**

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