

Gloucester Tourist Information Centre Access Statement

This access statement is an account of our current facilities and services, which will hopefully enable you, as a potential visitor to make an informed decision as to whether the Tourist Information Centre (TIC from hereon in) meets your particular access needs.

Pre visit

- Our staff are happy to assist with the planning of your holiday.
- Our contact details are at the bottom of this document, including a minicom telephone number.

Getting here, arrival and parking

- Nearest blue badge parking is in Southgate Street just 30 yards from the centre. There is a drop kerb to allow you easy access onto the pedestrianised street.
- Nearest car park is the multi story car park on Longsmith Street. Access to the TIC is along a pathway (turn left as you come out of the car park) onto the pedestrianised street.
- The Shop Mobility unit is approximately 5 minutes from the TIC. If you are a regular visitor (and have had training with Gloucester Shop Mobility) you can pre book a scooter or wheelchair and they can meet you from the bus or coach station. Alternatively the centre is at the Hampden Way car park.
- We are a city centre location, close to public transport.

Main entrance

- Our door frame is blue with surrounds in white for easy visibility.
- The door is automatic and opens inwards. Please note, in the summer months this door is usually propped open. With no automation this door is very heavy.
- There are no steps into the TIC.
- Entry is free of charge and there is no barrier to entry.
- There will be an A Board on display outside the TIC, this is usually to the right of the main entrance as you approach.

Inside the TIC

- The TIC consists of only one room at ground floor level that is open to the public.
- There is no access to a public toilet within the building. The nearest public toilet is across the pedestrians walk way outside the TIC and into the shopping mall. There is then a lift to be taken to the first floor. The lift has lower buttons suitable for a wheelchair user. The disabled toilet is next to the gents and a Radar key is needed for access. These can be obtained from the information desk in the Mall or purchased from the TIC.

- There is seating (for two) available within the TIC. More can be provided if requested.
- There is a portable hearing loop at the main desk.
- Lighting is a mixture of natural light and overhead fluorescent lighting.
- Not all areas of the shop will be accessible to all visitors. There is always a minimum of two staff on duty to help where needed.
- There is no background music or loudspeaker system in the room.
- Assistance dogs are welcome. We can provide a water bowl at the front entrance on request.

Exit and emergency exiting

- The main entrance is also the emergency exit.
- In the event of an alarm going off a member of staff will ensure all members of the public are vacated safely from the building.
- Please notify staff on arrival if you consider that you may require additional assistance in the event of an evacuation.
- The exit route is kept clear.

Information provision

- Large print Visitor Guide
- Information for visitors with disabilities in our Visitor Guide on page 30
- Large print map
- Ability to photo copy anything needed in large print - free of charge
- Staff will read out any literature if requested to
- Information on tourism in Gloucester in a number of languages - French, Spanish, Chinese, Polish, Japanese. With information about our Days Out leaflet also in Urdu, Gujarati and Bengali.

Other information

All our staff are Welcome All trained and will be happy to help.

We welcome your feedback to help us continuously improve. Please speak to any member of staff or contact us by telephone on 01452 396572 or minicom 01452 396161 or by email to tourism@gloucester.gov.uk

Future Plans

Work with Shop Mobility to ensure our city walks are accessible.
Work with Shop Mobility on further access information for the city.

Contact details

Gloucester Tourist Information Centre

28 Southgate Street

Gloucester, GL1 2DP

TEL - 01452 396572

MINICOM - 01452 396161

FAX - 01452 504273

EMAIL - tourism@gloucester.gov.uk

WEB - www.thecityofgloucester.co.uk