

Gloucester Tourist Information Centre

Access Statement

This access statement provides an overview of the current facilities and services that are offered at Gloucester Tourist Information Centre (TIC) with the aim of helping all visitors plan their visit as effectively as possible. We have provided an extensive amount of information within this guide however if you require any further information please do not hesitate to contact us on the following:

Tel: 01452 396572

Email: tourism@gloucester.gov.uk



GloucesterTIC



@moreGloucester

Gloucester Tourist Information Centre, 28 Southgate Street, Gloucester, GL1 2DP

Gloucester Tourist Information Centre is open from 10am – 5pm Mondays and 9.30am – 5pm Tuesdays to Saturdays. We also open on Bank Holiday Mondays and Sundays during large scale city events.

Getting to Gloucester Tourist Information Centre

- The TIC is situated on a flat, pedestrianised street and is easily accessible from all directions.
- The closest car parks to the TIC with accessible bays are:

Longsmith Street Multi-storey Car Park - 17 accessible spaces / 16 parent and child spaces

Please note there is no lift available within the car park however accessible and family parking are accessible to the street via ramps.

Address: Longsmith Street, Gloucester, GL1 2HH

Opening times: 7am - 7pm Mon to Sun (including Bank Holidays)

The short walk from Longsmith Street multi-storey to the TIC is flat and on concrete paving slabs.

Ladybellegate Street Car Park - 7 accessible spaces

Please note this is an open air car park and consists of tarmac and gravel grounding. Access to the road is level at the south end of the car park and via three small steps (with hand rail) at the north end.

Address: Ladybellegate Street Car Park, Ladybellegate Street, Gloucester, GL1 2HN

Opening times: 7am - 6pm Mon to Sun (including Bank Holidays)

The short walk from Ladybellegate Street Car Park to the TIC is flat and on concrete paving slabs. There is a small road to cross but there are drop kerbs to enable safe crossing.

Blue Badge holders can park in the above car parks free of charge for 3 hours but must ensure a valid Blue Badge is clearly displayed and the time clock is set showing the time of arrival.

Please see overleaf for a map showing the locations of Longsmith Street Car Park and Ladybellegate Street land routes from these car parks to the TIC



Gloucester Shopmobility Service

- Gloucester Shopmobility is centrally located and can provide battery powered scooters, wheelchairs, battery chairs, power chairs and rollators, enabling you to explore the city safely and at your own pace.

Address: Gloucester Shopmobility, 1 Hampden Way, Gloucester, GL1 1SX

Opening times: Monday to Friday 9.30am - 5pm, Saturday 9.30am - 5pm

To book a scooter/wheelchair please call **01452 302871**, preferably as far in advance as possible. If calling outside office hours please leave a message on their answerphone. Booking is essential to secure your choice of vehicle due to high demand.

- There are a variety of taxi companies that can provide accessible services, including the following:

Andy Cars - 01452 523000

Abbey Taxis - 01452 555505

Associated Taxis - 01452 311700

Cathedral Taxis - 01452 371635

J Hayward - 07850732908

People Carrier Taxis - 01452 555666

For detailed information about accessible and Blue Badge parking and accessible Taxi services across the city please request a copy of

Accessible Gloucester Guide.

Arrival and inside the TIC



Image: Inside Gloucester Tourist Information Centre (panoramic view)

- The TIC is situated on the corner of Southgate Street and Longsmith Street. If approaching the TIC from the city centre, continue down the pedestrianised area of Southgate Street, where you will find the TIC on your right hand side. If approaching from Longsmith Street Car Park, Ladybellegate Street Car Park or the docks, you will find the TIC on your left hand side. Seating is provided along Southgate Street, with a bench being located a few metres from the TIC entrance.
- Outside the TIC you will find an A-board displayed to the right of the building, which will always be placed as close to the building as possible. **Please note if there are high winds we will not display the A-board for health and safety reasons.**
- Entrance in to the TIC building is flat and is accessed via a wide, **power assisted door**. The button to open the door is attached to the left of the door frame and indicated with a wheelchair symbol (please note there is currently no braille on the button but the text is indented). During warm weather the door is generally kept open so the power assisted door button will be deactivated during these times.
- As you enter the building, the enquiry desk is situated on your right hand side, with a **low level counter** and movable seating at the end. There is also a movable chair on the left hand side as you enter the building.
- We are a relatively small office and all areas within the TIC are level and tiled. There is a large literature stand forming an island towards the back of the office. We also from time to time have mobile display units on the shop floor but as **we enforce 3 metre spacing between displays**, there will always be an accessible route throughout the TIC.
- Towards the back of the TIC on the right hand side we have an information point which contains **accessibility information**, such as a reference copy of the Accessible Gloucester guide, a braille guide to Gloucester, a magnifying mirror, large print map and a wide range of information on accessible activities.
- The TIC is also fitted with a **T-Loop system** to aid clearer hearing across the premises.
- The lighting in the TIC is a mixture of fluorescent lighting (ceiling lights), spotlights (highlighting stock displays around the edge of the TIC) and natural light (emitted from two large windows to the front of the TIC).
- The TIC is a small but busy office so please expect there to be general background noise. We may also from time to time play promotional films but these will be kept to a low volume.
- There are **no public toilet facilities within the TIC**, however there are a number of facilities close by, the closest being Eastgate Shopping Centre (situated directly opposite the TIC).

The route from the TIC to the entrance of the shopping centre is flat and consists of concrete paving slabs. Going through automatic doors and continuing forward, the toilets can be found on the upper floor which can be accessed via ascending escalator stairs, ascending/descending stair case or lift.

Exits and emergencies

- There is only **one entrance/exit to the TIC**. Upon exiting the building, the power assisted door button can be found before reaching the doorway on the right hand side. This button is larger than outside, square and says 'PUSH TO OPEN'.
- **All staff are trained** to ensure that all visitors are evacuated calmly and safely in the event of an alarm or emergency situation. Please note the alarm is audible only, there is no flashing light system in operation.
- Please notify a member of staff on your arrival if you feel you may require additional assistance with your safe evacuation – **we are here to help!**
- The entrance/exit to the TIC is kept clear at all times, as are the routes throughout the TIC to enable a **safe evacuation** should this be necessary.

Additional facilities/services

- All dogs are welcome to enter the TIC and a water bowl can be provided upon request.
- The TIC sells **Radar Keys** at the current cost of £4.50.
- We are able to **enlarge** most leaflets, maps and timetables that can be found within the TIC.
- We are able to provide visitor information in a variety of **languages**, including Chinese, French, German, Japanese, Polish and Spanish.
- **Our Accessible Gloucester Guide** contains extensive information on how to explore the city safely and in your own time. It contains access statements for many visitor attractions and accommodation providers, Blue Badge and accessible parking, accessible taxi information and more. This guide can be provided in large print and can be sent via email upon request.
- The TIC contains plenty of information on **family friendly activities** across the city as well as the neighbouring areas of the Forest of Dean and Cotswolds.
- **A magnifying mirror** (found on the information point towards the back of the TIC on the right hand side) can be used to closely explore what the TIC has to offer whilst you are visiting the office.
- We are a member of the '**Safe Place Scheme**', providing vulnerable people with a short term safe environment to go if they are feeling threatened when out and about in their local town.
- We are agents for National Express coaches and can book **passenger assistance** when booking tickets. This includes help on and off the coach with your luggage, reserving the front seat and arranging for someone to help you to your next pick up point or to the waiting lounge (please note this service is provided by National Express and the TIC cannot be held liable for changes in service provision).
- Our **knowledgeable and friendly staff** are here to assist in any way possible.

We hope our Access Statement has given you all the information you need prior to your visit, but should you have any further queries please do not hesitate to contact us on the details provided at the beginning of this document.

We look forward to welcoming you to the TIC.