

Access Statement for Lincoln Visitor Information Centre



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This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

1. Welcome

We look forward to welcoming you to the Lincoln Visitor Information Centre and aim to make your visit as enjoyable as possible. If you have any specific requirements, please contact us in advance and we will do our best to help you.

Opening Times

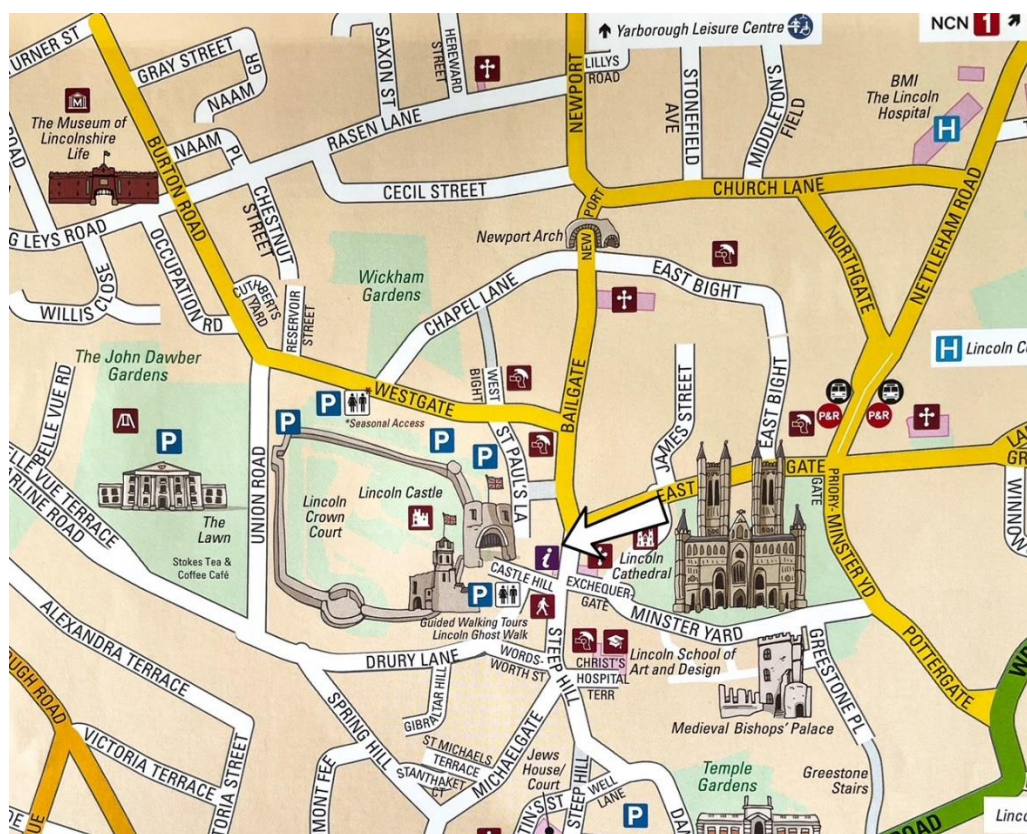
Monday to Saturday 10am – 5:00pm

Sundays and Bank Holidays 10:30 – 4:00pm

(As the Information Centre can occasionally be closed for staff training or for annual stock taking please contact us in advance of your visit to confirm opening times.)

2. Location and Map

Situated in the Cathedral Quarter of Lincoln, Lincoln Visitor Information is situated at the top of a steep hill from the South, with a level approach from the North - Bailgate. This is the historic core of the city, and areas are paved with a mixture of modern York flagstones and cobblestones.



3. Arrival

Externally there are three steps (fitted with a hand rail to one side) to enter and exit the Visitor Information Centre. The highest step measures 180mm in depth the lowest step measures 150mm in depth. The entrance steps are limestone, which are uneven in places. The door has a clear opening width of 760mm.



Above: The steps at the Visitor Information Centre main entrance.



There is a doorbell positioned at a low level to push for assistance.

Visitor Information staff are available to assist personally either with regards to assisting entry where required or to advise visitors unable to access the building.

4. Visitor Information Centre

Staff

All our staff have undertaken World Host Training.

Visitor Information staff are on hand should you require any assistance.

Assistance Dogs

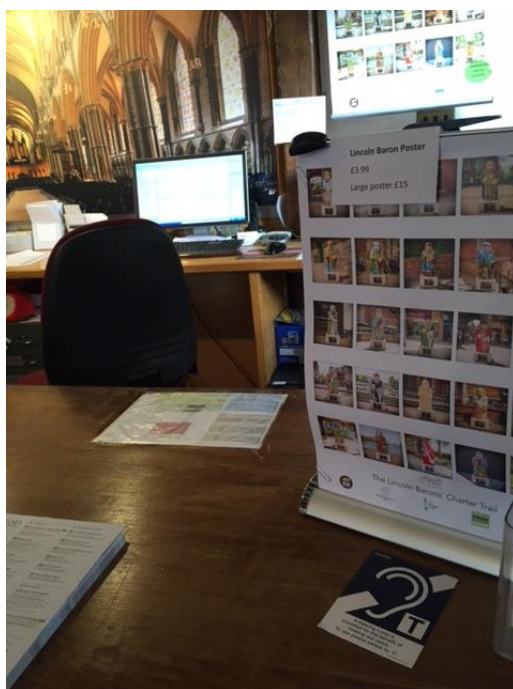
All dogs are welcome inside the Information Centre. A water bowl for dogs is available on request. The nearest green area is on the East Green at the rear of the Cathedral; dog waste bins are situated at points around the Cathedral and Bailgate.

Internally the Visitor Information Centre is accessible with two steps to an upper floor level. The steps have a height of 150mm and 130mm. A grab rail is positioned for assistance by these steps.



Above: stepped entrance / exit from the upper floor level with assistance grab rail on the right.

A hearing loop is installed at the customer adviser desk by the till point, denoted by signage.



Above: Customer Advisor Desk with the hearing loop signage.



Above: Customer Advisor Desk (view from the entrance)

Low level counter and a chair can be provided if required.

5. Planning your Journey

Information about travel to and around Lincoln can be found on the Visit Lincoln and City of Lincoln Council websites: www.visitlincoln.com/travel-tools and www.lincoln.gov.uk/parking-transport

Details and a map of how to reach the Visitor Information Centre is available on the Visit Lincoln website:

www.visitlincoln.com/things-to-do/visitor-information-centre

Alternatively, you can plan your journey by public transport, car or other methods using the following resources and inputting the Visitor Information Centres address.

Public transport routes

To help plan your journey by public transport:

Traveline: www.traveline.info

Stagecoach: www.stagecoachbus.com

Google Maps: www.google.co.uk/maps

National Rail: www.nationalrail.co.uk

Rail: Lincoln Central, St Marys Street, Lincoln, LN5 7EW

The nearest railway station is Lincoln Central, which is located in the lower part of the city centre, 0.7 miles from the Visitor Information Centre (a 10 to 20 minute walk depending on the route, the most direct options to the Cathedral / Visitor Information Centre are via the High Street and Steep Hill or Broadgate and Lindum Hill).

It is important for visitors with accessibility needs to know that Lincoln's Steep Hill is not accessible. It is a steep, cobbled street which is unsuitable for wheelchair users or for those with mobility needs. Travelling up the hill is possible with use of the Walk & Ride Bus or the Open Top Tour Bus (seasonal) or by car / taxi.

Taxis are available from the station; all cabs on the station rank are wheelchair accessible.

Further details about the accessible facilities at Lincoln Central are available at www.nationalrail.co.uk/stations/LCN/details.html

Taxi - Accessibility requirements should be confirmed when booking.

Private taxis which offer accessible transport are available for hire from:

Lincoln Taxis 01522 899 899

Marks Specialised Transport 01522 793 816

Handsome Cabs offer wheelchair accessible taxis (24-hour pre-booking is essential) 01522 545352

Bus

Lincoln Central Bus Station, Oxford Street, Lincoln, LN5 7EP

Lincoln Bus Station is located opposite the train station. Stagecoach operates a network of daily, frequent bus routes around the city and also to nearby towns and villages.

Small mobility scooters may use the Stagecoach buses if they have low floor. Max measurement 600mm wide and 1000mm long, 300 kilograms max weight limit for scooter and its occupant.

The user customer must have a CPT pass to use a scooter.

To apply for a CPT pass contact Stagecoach or to download the Journey Assistance Card in either PDF or JPEG from the CPT website www.cpt-uk.org or telephone: 0207 240 3131

For route maps and timetables see
www.stagecoachbus.com/lincolnshire

Buy a Lincoln PLUSBUS ticket with your train ticket, for discount price unlimited bus travel around the city: www.plusbus.info

Stagecoach has a Disability Helpdesk to deal with any enquiries about accessibility on their services -
Lincolnshire.DisabilityHelpDesk@stagecoachbus.com

Walk & Ride: The Steep Hill Shuttle

The Walk & Ride shuttle bus runs within the centre of the city, throughout the day, six days a week (Monday to Saturday). The service is provided by PC Coaches, you can find out more about the service including timetables on PC Coaches website
www.pccoaches.co.uk/timetables

This service drops off and picks up in Minster Yard 60m from the Visitor Information Centre.

Other Buses

Other than the Walk and Ride service the nearest bus stop to the Lincoln Visitor Information centre is located outside The Lincoln Hotel on Nettleham Road routes 7,8,10,12,17 and 18 stop here. See www.stagecoachbus.com/about/east-midlands/lincoln for route details.

Lincoln Park & Ride operating from Waitrose LN2 4DS is accessible with a low floor and space for a wheelchair. The service runs Monday to Saturday. Parking is in the Waitrose car park and the bus leaves from the bus stop opposite Waitrose adjacent to KFC; route 10 and 12, with the nearest stop to the Visitor Information Centre being on Northgate (one stop on the bus).

Not all the bus stops on Nettleham Road have a shelter with seating.

The distance from the bus stop to the Visitor Information Centre is 322 m (0.2 miles)

DialaRide

There is a DialaRide service for anyone who cannot access public transport. The service, which runs from Lincoln Bus Station, is available to pick you up from your home within a ten mile radius of the city.

Persons wishing to contact Lincoln Area DialaRide can do so by telephoning 01522 544983 Monday to Friday between the hours of 09.00 and 16:15. Saturday hours are 09.00 – 12.30.

You can find out more information on this service at www.lincolndialaride.co.uk

Cycle routes

Cyclestreets: www.cyclestreets.net

Walking routes

<https://www.google.com/maps>

Car routes

Use the postcode of the Visitor Information Centre for Sat Nav use – LN1 3AA to the nearest pay and display car park in Castle Hill

To help plan your journey by car:

Google Maps: www.google.co.uk/maps

The AA: www.theaa.com/route-planner

RAC Maps: www.rac.co.uk/route-planner

Car Parking

Free Parking

Fifteen on-road parking spaces, limited to 2 hours between 8am and 6pm Monday to Saturday (no return within 2 hours), are available along the south side of the Lincoln Cathedral.

Along Eastgate on-road parking is limited to 1 hour between 8am and 6pm Monday to Saturday (no return within 2 hours). Either option offers paved routes to the Visitor Information Centre, which is located within a few metres.

There are two disabled parking bays on Bailgate, one by the Bailgate Methodist Church and one by Elite on the Bail (Fish and Chip restaurant & takeaway). (3 hours for Blue Badge holders) and several 1 hour parking spaces (all day parking for Blue Badge holders)



Above: Disabled parking bay by Elite on the Bail



Above: Disabled parking bay by Bailgate Methodist Church

Paid Parking

Blue badge holders are required to pay the standard rate in the city's car parks, though the following parking concessions are offered:

Buy one hour get one hour free

Buy two hours get two hours free

Buy three hours get three hours free

Buy four hours get four hours free

For full details please see signage near ticket machines in the car park. Some ticket machines offer the option to pay by credit or debit card, as well as by cash. 54 of 56 pay and display machines take credit / debit card payments. All car parks accept cash. All of the City of Lincoln Council car parks except for Lincoln Central operate a pay by phone service.

Castle Hill, LN1 3AA

All day standard charge (until 8am the following day) £9.80, evening charge £5.00 (starts at 6pm).

25 spaces with 1 accessible space.

Distance to the Visitor Information Centre: 32m (0.02 miles) via cobblestones and some paving.



Above: Castle Hill, Disabled Parking Bay

St. Pauls Lane, LN1 3AL

Maximum stay 3 hours at standard charge from £2.00 to £5.50, evening charge £5.00(starts at 6pm). 36 spaces with 1 accessible space.

Distance to the Visitor Information Centre: 161m (0.1 miles) via cobblestones and some paving.

Westgate 1 Car park (closest) LN1 3BG

All day standard charge (until 8am the following day) £9.80, evening charge £5.00(starts at 6pm). 105 spaces with 2 accessible spaces.

Distance to the main entrance of the Visitor Information Centre: 483m (0.3 miles) via paved route.

Drop Off

Taxis and cars can drop off and pick up in Castle Hill outside the Visitor Information Centre or on Bailgate by the White Hart Hotel. This area has a mixture of flat paving and cobblestones. The distance to the Information centre is only a few metres.

ShopMobility

A ShopMobility service operates from Unit 1 Lincoln Central Car Park and is available Monday to Friday 09.00 – 16.15. Saturday from 09.00am – 12.45pm. Contact: Lincoln Shopmobility by calling Dial a Ride on 01522 544983. Details of the service can be found at www.lincolndialaride.co.uk

6. Public Toilets

Nearest public toilet is located in Castle Hill - 20 pence piece fee or contactless payment.

Opening hours: 09:00 – 17:00 (Mon – Sun)

Baby change facilities in both the Ladies and Gents

Accessible for wheelchairs (requires RADAR key)



Above: Castle Hill accessible toilet



Above: Castle Hill accessible toilet

Changing Places Facility

Lincoln Central Bus Station includes a Changing Places Facility. Regular users or their carers are required to register and pay a one off fee for an access card. Ad hoc users can be granted access by request from a member of staff. Should the facility be occupied an accessible toilet is available opposite stand N at the other end of the bus station.

Location: Lincoln Central Bus Station, Oxford Street, Lincoln LN5 7EP

While visiting nearby attractions, Lincoln Castle has wheelchair accessible toilets by the main East Gate entrance and on the ground floor of the prison (also has a toilet hoist). Lincoln Cathedral also has accessible toilets.

7. Further Information

The nearest A&E is
Lincoln County Hospital, Greetwell Road, Lincoln, LN2 5QY (tel: 01522 512512).

8. Nearby Accessible Accommodation

The Lincoln Hotel
Eastgate, Lincoln, LN2 1PN
T: 01522 520 348
Disabled facilities are available, including ground floor bedrooms.
www.thelincolnhotel.com

9. Feedback

We are always looking for ways to improve the service we provide our visitors, so please contact us if you have any comments or suggestions about this access statement or anything else that you think can improve your visit to the Visitor Information Centre:

10. Contact Information

Lincoln Visitor Information Centre
9 Castle Hill, Lincoln, Lincolnshire, LN1 3AA
Telephone: 01522 545458
Email: visitorinformation@lincoln.gov.uk