

Access Statement for Thanet Visitor Information Centre – Margate, Broadstairs, and Ramsgate (May 2020)



Welcome

Welcome to the Thanet Visitor Information Service! This Access Statement aims to accurately describe the facilities and services that we offer to all of our guests and visitors, allowing people to assess the suitability of our building and services for their needs. We look forward to welcoming you. If you have any queries or require assistance, please contact us:

01843 577577

visitorinformation@thanet.gov.uk

The VIC is a **VisitEngland** Official Partner.

Our Building

The Thanet Visitor Information Service is located in the coastal resort of Margate in Kent, fondly renowned as 'the original seaside destination'. Our Visitor Information

Centre is housed in the historic **Droit House**, on Margate's Harbour Arm, adjacent to the Turner Contemporary art gallery.

The approach to the building is flat. We have:

- An automatic door located at the side of the building for step-free access
- A Hearing Loop
- Magnifying Sheet
- Larger Print versions of our information sheets and maps available to collect, or send out by post
- We also welcome Assistance Dogs.

Please [click here](#) to see a street view of our building and outside area.

Our Service

We provide visitor information about Margate, Broadstairs, Ramsgate and the surrounding villages. We also hold information about attractions in Kent, London, and the South East.

Our range of services includes:

- Searching and booking Quality Graded Accommodation for visitors to Thanet
- Booking coach tickets for National Express, and other coach day-trips, and holidays
- Offering local information for events, attractions, activities, and public transport
- Selling a range of souvenirs and books, including those produced or designed locally
- Booking tickets for local theatres and performance venues
- Selling Radar Keys, parking tickets, and tide timetables
- Providing a large range of maps, visitor guides, brochures, local and regional attraction leaflets, and a range of free local publications
- Ordering service for out of area brochures and guides

Getting Here

By Rail

- Nearest Rail Station: Margate. For accessibility information see: www.nationalrail.co.uk/stations/sjp/MAR/stationOverview.xhtml
- Our Information Centre is a 15 minute walk (0.7 miles) from Margate Rail Station. On exiting the Station, turn right, and walk parallel to the beach towards the Harbour Arm. Our iconic building can be seen across the bay, next to the Turner Contemporary Gallery.
- There is a taxi rank located to the right of the station forecourt.

By Bus

- Most of the bus routes operated by Stagecoach use low-floor 'Easy Access' buses, which are wheelchair accessible.
- The most frequent bus services to and from Margate are:
 - [The Loop](#): runs every 7-10 minutes around the Isle of Thanet, via Margate, Broadstairs, and Ramsgate. Nearest stop: Cecil Square.
 - [The Breeze \(# 8\)](#): runs every 15 minutes from Canterbury to Westwood Cross, via Margate. Nearest stop: Cecil Square
- Cecil Square is a 10 minute walk (downhill and flat) to our Centre, via the High Street and seafront, or along Cecil Street, Hawley Street, and King Street.
- Marine Terrace is also around 10 minutes on foot from the Centre and is a flat walk on pavement.
- Please contact the **Stagecoach Disability Helpdesk** for specific access information: Tel: 0345 600 9788, or Email: southeast.enquiries@stagecoachbus.com
- Other bus services operate in and around the Thanet area; please contact us for further details and specific routes, or see Traveline: www.travelinesoutheast.org.uk

By Car and Parking

- Sat NAV Postcode: CT9 1JD
- There are 6 designated Disabled Bays located outside Turner Contemporary. There are no time restrictions or charges for these bays for Blue Badge holders.
- There is also Pay & Display parking along the **Harbour Arm**. This is privately operated and does not offer Blue Badge parking. The surface is tarmacked.

Nearby Council-operated Car Parks are located within 5 minutes' walk of Droit House; Blue Badge Holders can use these free of charge.

- **Market Street** is located in the Old Town via a flat route, and is a short-stay Car Park, using Pay & Display (ticket machine or Pay by Phone). The area is tarmacked and contains 67 spaces, including 2 Disabled Bays.
- **Trinity Square** is located at the top of a steep hill, and is a long-stay Car Park, using Pay & Display (ticket machine or Pay by Phone). The area is tarmacked and contains 92 spaces, including 6 Disabled Bays.

By Taxi

Please contact us directly on 01843 577577 for information on accessible taxi services.

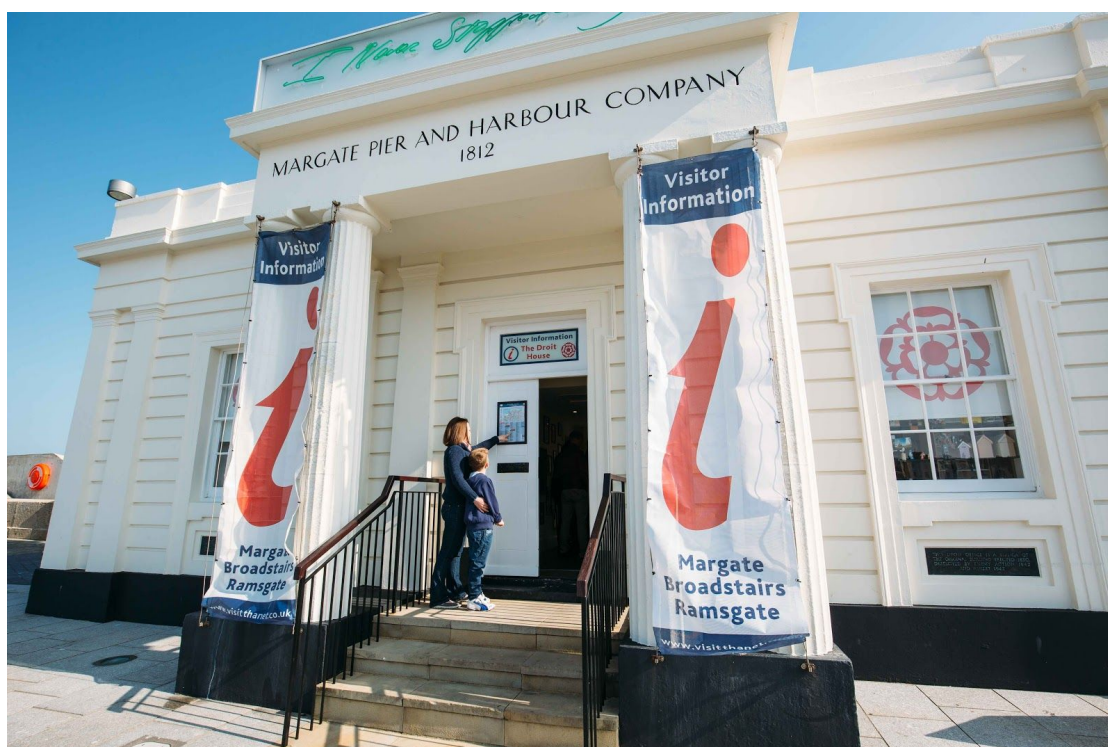
The Old Town and surrounding areas are mainly paved; however, some parts of the roads are cobbled on The Parade. The most accessible route from Market Street to the Visitor Information Centre is to turn left when exiting the car park, and continue straight down until you reach the seafront road. Cross the main seafront road, and turn right along Marine Drive on the seafront side, until you reach the Harbour Arm. This side of the road is fully tarmacked.

Drop-off Point

Visitors can be dropped off outside the Visitor Information Centre near to the entrance. The area around the building is completely flat with no kerbs.

Entrance

- The front of the building has 3 concrete steps plus 2 smaller door-steps with handrails either side, leading to inward-opening double doors. There is step-free access to the side of the building via an automatic door which is outward-opening.
- The front door opens into a corridor with laminated flooring, and the information centre is accessed through the opening on the right hand side. This opening is wide enough to accommodate a wheelchair.
- The step-free side entrance opens into the carpeted end of the corridor, and is wide enough to accommodate wheelchairs and most mobility scooters. Turn left into the corridor, and left again into the Information Centre.



Front Entrance



Side Entrance (accessible)

Front Steps

1st - 21cm (8.5 inches)

2nd & 3rd- 16cm (6.5 inches)

4th - 9cm (3.5 inches)

5th - 11cm (4.5 inches)

Front Door: 111cm (44 inches)

Automatic Side Door: 111cm (44 inches)

VIC Entrance: 73cm (29 inches)

Inside the Visitor Information Centre

The Visitor Information Centre is a bright and airy space with plenty of natural light as well as fluorescent tube lighting. There is space around the leaflet racks for

wheelchair users or pushchairs to manoeuvre. The floor is flat and laminated. We do not play music, so can provide a quiet space.



View of inside the Information Centre

Accessible facilities include:

- Low level counter
- Hearing Loop system
- Notepad and pen available
- Magnifying sheet

Our leaflet racks are 190cm (75 inches) in height; if you require assistance, we're more than happy to help. A chair is always available if you need to sit down.

Public Toilets

- We do not have public toilets within the building.
- RADAR Keys for Accessible Toilets can be purchased from the Visitor Information Centre, and are required for using public Accessible Toilets.

- The nearest public Accessible Toilets are located half-way along the Harbour Arm.
- There are also public Accessible Toilets located within Turner Contemporary.

Additional Information

All staff have completed **Visit England Disability Awareness** training and some have also attended **Welcome All** training, so should be able to assist with any queries.

If you are thinking of visiting the area and have a particular access requirement, we have lots of information regarding the accessibility of attractions, beaches and accommodation in our area at this link [here](#)

Feedback

We welcome feedback from visitors; please speak to our team, or ask us for a Feedback Form. Alternatively, you can contact us by email or letter after your visit. Everyone's different, so please don't be afraid to ask us for information or to provide something new. We are here to help!

Contact Information

Thanet Visitor Information Centre

The Droit House

Stone Pier

Margate

CT9 1JD

01843 577577

visitorinformation@thanet.gov.uk

www.visitthanet.co.uk

Opening Hours: Please see [this link](#) to our website for our current opening hours.

Grid Reference:

	Degrees	Minutes	Seconds
Latitude:	51	23	28.6326
Longitude:	1	22	51.7728

Mobility Hire and Services:

First Choice Mobility - 131 Canterbury Road, Westbrook, Margate, CT9 5BD.

Freephone 0800 6123454 + 01843 292136, firstchoicemobility.com

Daily/weekly wheelchair/scooter hire. Free delivery. Repairs/servicing/batteries.

Manston Mobility - 4c Westwood Business Centre, Strasbourg Street, Margate,

CT9 4JJ (behind B&Q). 01843 299400 manstonmobility.com Daily/weekly

wheelchair/scooter hire. Delivery & collection (charges apply).

Repairs/servicing/batteries.

Safe Hands Mobility - 4 Albion Road, Birchington, CT7 9DN.

01843 848 208 (Thanet) + 01303 274574 (Folkestone) safehandsmobility.co.uk

Daily/weekly wheelchair/scooter hire, servicing/repairs/shop. Delivery & collection

Abilityplus - Shopmobility, Unit 20, Westwood Cross Shopping Centre, CT10 2BF.

Freephone 0800 0461647+01843 265042. Wheelchair/scooter hire for shopping centre access, plus daily/weekly, repairs & servicing.

westwoodx.co.uk/shops/ability-plus