

Access Statement for Thanet Visitor Information Centre – Margate, Broadstairs and Ramsgate



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.

May 2015

Welcome

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 situated on Margate’s Harbour Arm adjacent to Turner Contemporary art gallery in the historic building The Droit House.

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

The range of services includes:

- Searching and booking Quality Graded Accommodation for your stay
- Booking your tickets for National Express, Eurolines and Coach Day Trips
- Offering local information on events, attractions, activities, transport
- Selling a range of souvenirs, including those produced or designed in Thanet and Kent
- Booking tickets to 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 leaflets
- Ordering service for out of area brochures and guides

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

We also welcome assistance dogs.

The VIC is an Enjoy England Official Partner.

We look forward to welcoming you. If you have any queries or require assistance please phone 01843 577577 or email visitorinformation@thanet.gov.uk

Getting here

Rail

- Nearest Railway Station: Margate. For accessibility information see: www.nationalrail.co.uk/stations/sjp/MAR/stationOverview.xhtml
- The information centre is a 15 minute walk (0.7 miles) from Margate train station, as you exit the train station the iconic building is visible across the bay.
- There is a taxi rank located to the right of the station. Central Cars offer an accessible taxi service. Please call in advance (01843) 88 88 88

Buses

- Most of the bus routes operated by stagecoach use low floor 'Easy Access' buses which are wheelchair accessible.
- There are frequent bus services into Margate including:
 - Loop, which runs every 7-10 minutes around the Isle of Thanet, via Margate. Nearest stop: Cecil Square
 - Breeze, No. 8, which runs every 15 minutes from Canterbury to Westwood, via Margate. Nearest stop: Cecil Square

(Other bus services are available in and around the Thanet area, please contact us for further details and specific routes or use Traveline

www.travelinesoutheast.org.uk/se/XSLT_TRIP_REQUEST2?language=en&timeOffset=15 to help plan your journey)

Car Parking Facilities and Arrival

- Sat NAV Postcode: CT9 1JD
- There are 6 designated accessible parking bays located outside Turner Contemporary; there are no time restrictions or charges on these bays for Blue Badge holders. (add a photo showing the location of the spaces in relation to the entrance)
- Alternatively there is Pay and Display parking along the Harbour Arm. This is a privately run car park therefore Blue Badges cannot be used here. The car park surface is tarmacked.
- Other car parks are located in the town centre including Market Street (short stay) and Trinity Square (long stay). Both these car parks can be used by Blue Badge Holders.
- Market Street car park is Pay and Display using either a ticket machine or Pay by Phone Parking. The car park is tarmacked and contains 67 spaces including 2 disabled bays. Market Street is located in the Old Town just a short walk away from the Information Centre.

- Trinity Square car park is Pay and Display using either a ticket machine or Pay by Phone Parking. The car park is tarmacked and contains 92 spaces including 6 disabled bays. It is located at the top of a steep hill.

The area around the Old Town is mainly paved however; some parts of the roads are cobbled on The Parade. The most accessible route from the car park to the Visitor Information Centre is to take a left at the exit of the car park, continue straight down until you approach a large yellow building on the corner. Cross the main road and take continue along Marine Drive on the seafront side, this side of the road is 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 hand rails either side, leading to inward opening double doors. There is side access to the building via an automatic door which is outward opening. (Show a clear photo of the entrance)

As you enter the building from the front door you come into a corridor with laminated flooring, the information centre is located through the second entrance on the right hand side. (is there a door to this entrance or is it open – how wide is it?)

If you enter the building from the side entrance the floor is carpeted. Turn left into the corridor and the entrance to the information centre is first on your left.

- Front steps –
 - 1st 8 ½ inches (21cm)
 - 2nd & 3rd 6 ½ inches (16cm)
 - 3rd 3 ½ inches (9cm)
 - 4th 4 ½ inches (11cm)
- Front Door – 44 inches (111cm)
- Automatic side door – 44 inches (111cm)
- Entrance to VIC – 29 inches (73cm)

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 manoeuvre. The floor is laminate flooring. We do not have music playing in our centre so it is a nice quiet space.

Facilities to help include:

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

Our leaflet racks are 75 inches (190cm) in height, if you require assistance the team are more than happy to help you.



Inside the Visitor Information Centre

Public Toilets

We do not have public toilets within the building.

- RADAR Keys for disabled toilets are available to purchase from the Visitor Information Centre. A RADAR key is required for 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 carried out the Visit England Disability Awareness training and some of the team have attended Welcome All training so should be able to assist with any queries you may have.

Feedback

- We welcome feedback from Visitors and have forms available for you to provide this, or if you prefer just talk to one of the team.

Everyone is 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:

April – October: 10am – 5pm 7 days a week

November – March: 10am – 5pm Tuesday to Saturday

Grid Reference:

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

Mobility Hire and Services:

Safe Hands (Birchington Mobility Centre)

4 Albion Road, Birchington, Kent, CT7 9DN

Supply for hire scooters, manual and electric wheelchairs.

Tel: +44 (0) 1843 848208 www.safehandsmobility.co.uk

Shopmobility:

Westwood Cross, Margate Road, Broadstairs, Kent CT10 2BF

Tel: +44 (0) 1843 871444 www.westwoodx.co.uk/shops/shopmobility

First Choice Mobility:

131 Canterbury Road, Westbrook, Margate, Kent CT9 5BD

Tel: +44 (0) 1843 292136 www.1stchoicemobility.co.uk

Public Transport:

Buses - Most of the routes operated by stagecoach use low floor 'Easy Access' buses which are wheelchair accessible. Please contact Stagecoach for more information.

Disability Helpdesk:

Tel: 08456 00 22 99 or 01227 812409 (Typetalk calls welcome.)

Email: KENTSUSSEX.DISABILITYHELPDESK@STAGECOACHBUS.COM

Taxi - Central Cars offer an accessible taxi service. Please call in advance (01843) 88 88 88