



Access Statement

Introduction

We aim to provide an excellent service to all visitors. We have tried to provide as much information as possible in this statement, if you have any queries please do call on 01603 782207.

Pre-Arrival

- Information regarding sailing times, prices etc can be found on our website or promotional leaflet
- Bookings / enquiries can be made via email, fax or telephone
- Local village centre is 250m from reception
- Main bus stop is 250m from reception
- The nearest train station is 0.5 mile away. There are taxis at the railway station

Arrival & Car Parking Facilities

- There are two entrances to the car park both off the A1151. One entrance is just before Wroxham Bridge. The second entrance is at the other end of the tarmac area.
- There are 4 sign marked spaces designated for disabled parking near the customer toilets and boarding points for the passenger trip boats. These spaces are on the compacted aggregate section of the car park; therefore the spaces are not line marked. These spaces are pay and display and are adjacent to the pay and display machine
- Reception/Booking office is at the bridge end of the car park
- There is a separate coach parking area

Main Entrance & Reception

- Reception / Booking office is at the bridge end of the car park and has contoured brickweave paving leading to a patio of concrete slabs this patio then leads to the front door
- Double doors each 750mm wide giving a 1.5m access
- There is a 180mm flood threshold in the doorway. Assistance can be given if required
- General ticket sales are from dedicated windows
- Adjacent to the passenger trip boat ticket window is a large information board that details all the sailing times and trip durations for the day.
- Further information or interpretation of these trips can be obtained from the assistant at the window, or by entering the booking office.

Public Areas - General (Internal)

- Not available

Public Areas – WC and waiting area - situated adjacent to the boarding points of the passenger trip boats

- The covered waiting area is accessible via a ramp with hand railings. The flooring is brickweave. The area has 17 wooden bench seats, rubbish bins and a vending machine supplying hot and cold drinks.
- There is a doorway leading to the toilet area 850mm wide.
- **There is a designated disabled toilet** equipped with pull cord alarm, all appropriate handrails and an electric hand dryer. The doorway is 850mm wide; toilet is 50mm high, washbasin is 700mm high.
- The disabled toilet is also equipped with a baby changing unit.
- **The Ladies toilet** has a 710mm doorway. There are 4 cubicles and 3 washbasins at a height of 800mm.
- **The Gents toilet** has a 710mm doorway. There are 3 urinals, 2 cubicles and 2 washbasins at a height of 800mm.

Restaurant

- A licensed cafe / pizzeria is on site (not operated by Broads Tours). Meals, coffee and refreshments are available (seasonal only).
- Light refreshments and a licensed bar are available on all of the Wroxham passenger trip boats. These facilities are located at the bar situated on the lower decks of all the trip boats. Crew will be happy to carry drinks etc to the upper deck upon request.

Self-drive Day Launches

- Tickets are available from the dedicated window at the booking office
- Standard diesel day boats are available that seat up to eight people. These vessels are available by the hour part or full day
- These boats are moored stern on in front of the office building on the main river. The quay heading is constructed of level concrete
- Our self-drive launches are not suitable for wheelchair users, however boats can be moored side on and assistance given to people with some restricted mobility
- Parking for day launch customers is on the main pay and display car park
- Day Cruisers and Large Electric boats are available for full days hire only

Passenger Boats

- Tickets are available from the designated passenger boat window at the booking office
- All passenger boats are capable of carrying a limited number of wheelchairs. It is advisable that wheelchair users book in advance to avoid disappointment.
- Wheelchair users and people with limited mobility will be boarded first. There are priority seating areas for wheelchair users and their parties on all passenger trip boats.
- If you require assistance boarding or need to use the hydraulic lifts please make yourselves known to the crew before boarding commences.
- Boarding points are near to the coach park and customer toilet block.
- Well behaved dogs are welcome on board at no cost providing they are on a lead and are not permitted onto the seats.

Queen of the Broads

- This craft is moored against a floating pontoon, which rises and falls with the tide.
- There is an L-shaped step unit 1000mm wide on the pontoon. This unit comprises of two steps 200mm high and 460mm deep. Steps are covered with non-slip rubber; there is a handrail each side.
- To reach the lower deck there are 5 steps 180mm high, 220mm deep constructed of metal chequer plate. There is a handrail each side. A doorway of 780mm leads to the lower saloon. There is a small flood threshold.
- Lower deck toilet cubicle is 500mm wide.
- To reach the upper deck passengers have to descend the steps mentioned above and then ascend 10 steps, 190mm high and 200mm deep. These steps are covered with non-slip rubber. There is a handrail each side.
- There are double doors 1290mm wide that lead to the enclosed saloon on the upper deck.
- Upper deck toilet doorway is 700 mm wide.
- Manual wheelchair access is via hydraulic lift to the upper deck. Assistance can be given to push the wheelchairs into position on the lift.
- Wheelchair users have access to the upper deck and enclosed saloon on the upper deck only.

Belle of the Broads

- This boat is moored against a floating pontoon that rises and falls with the tide.
- Access onto the pontoon is via a removable hinged chequer plate ramp 1000mm wide. The ramp rises and falls with the tide and can be removed when the water is high.
- There is a three step unit 970mm wide that leads onto the boat. Steps are 200mm high and 255mm deep. Steps are non-slip, there is a handrail each side.
- To reach the lower deck there are six steps down, steps are 180mm high, 230mm deep. Steps are non-slip with a handrail each side.
- There is a toilet in this area. Doorway 500mm wide.
- The doorway leading to the saloon area is 650mm wide.
- To reach the upper deck the steps described above must be descended first. There are then 10 steps to ascend. Steps are non-slip, 180mm high and 230mm deep. There are handrails each side.
- Access to the enclosed saloon on the upper deck is via double doors, doorway 1400mm wide.
- Doorway to the toilet cubicle in the upper saloon is 550mm wide.
- Manual wheelchair access is via hydraulic lift to the upper deck. Assistance can be given to push the wheelchair into position.
- Wheelchair users have access to the upper deck area and the upper saloon only.

Vintage Broadsman

- This vessel is moored against a level concrete quay heading. There is a two-step removable unit leading to a hydraulic platform. Steps are 230mm high, 310mm deep and 60mm wide. Steps are covered with a non-slip rubber. There is a handrail each side.
- The hydraulic platform is covered with non-slip rubber, there is a handrail each side.
- The hydraulic platform leads to a doorway 800mm wide onto the aft deck of the vessel.
- Access to the upper deck is via 4 steps. Steps are 190mm high and 300mm deep. Entrance opening to the upper deck is 780mm wide.
- Access to the lower saloon is via 5 steps. Steps are 230mm high and 300mm deep. There is a handrail each side. The entrance to the lower saloon is 840mm wide.
- Ladies and gents toilets are situated on the aft deck. Doorways to the toilets are 730mm.
- Wheelchair access to the aft deck is achieved by removing the step unit and lowering the hydraulic ramp to 230mm. There is a wooden wedge available for wheelchairs to gain access to the hydraulic ramp.
- Wheelchair users are restricted to the aft deck.

Cordon Rouge

- This vessel is moored against a static boardwalk. The boardwalk is covered with chicken wire to prevent slipping.
- There are two steps down onto the aft deck.
- There is a further three steps to the lower saloon.
- Access to the upper deck is via seven steps, 200mm high covered with non-slip rubber. There are handrails each side.
- Boarding for wheelchairs is by ramp, assistance given.
- Wheelchair users are restricted to the aft deck.
- Ladies and gents toilets are located on the aft deck. Doors to ladies toilet 700mm wide, doors to gents toilet 600mm wide.

We welcome your comments please feel free to telephone 01603 782207, or email info@broads.co.uk