

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 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 on the right hand side (if coming from the Norwich direction). The second entrance is at the other end of the tarmac area.
- There are 3 sign marked spaces designated for disabled parking near the customer toilets and boarding points for the passenger trip boats. These spaces are 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 brick weave paving leading to a patio of tiles 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 - WC

W.C. block is situated approx half way along the car park adjacent to the coach park and the designated disabled parking spaces.

Access is gained to the undercover waiting area and toilet block via a ramp measuring 1300mm in width and offering the added support of handrails all the way round at a height of 1100mm. Access to the toilet block is gained via the main door measuring 800mm. The surface is at a single non slip level throughout.

Disabled Toilet offers a floor space of 2000mm x 600mm, toilet height is 180mm, sink at 280mm and there are 5 handrails at various heights and of different configurations, there is also a pull cord in case assistance is required. (Please note that there is also a baby changing table situated in the disabled toilet with nappy disposal facilities)

The ladies toilets offer four WCs and 3 low level basins, with the gents having two WCs, three urinals and two low level wash basins.

Restaurant / Dining Room, Bar & Lounges, Take Away & Cafe

- A licensed cafe/pizzeria is on site [not operated by Broads Tours] where meals, coffee and refreshments are available. [in season]
- Light refreshments and a licensed bar are available on all of the passenger trip boats.
- Refreshments are available from the bars situated on the lower decks of all trip boats. Assistance can be given to carry drinks etc upstairs upon request.

Laundry

- A launderette is close by [across the road from reception]

Shops

- There is not a shop on site. Postcards and a souvenir booklet can be purchased on the boats during the sailings, or from the booking office.
- A range of shops are available in the main village approx 500m walk over the bridge

Conference & Meeting Rooms, Banqueting, Clubs, Entertainment

- The Queen of the Broads, Vintage Broadman, Cordon Rouge passenger trip boats are available for private charter for parties, corporate functions etc. See individual boats access details below.

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 8 people and are available by the hour up to a 9 – 5pm 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.
- One of the self-drive standard dayboats has had a lift for wheelchair users fitted. This boat is available to pre-book for a minimum of 3 hours, suggested times 10am-1pm or 2pm – 5pm. Please note the maximum weight on the lift is 160kg. This boat is

- suitable for up to 6 people.
- Our other self-drive launches are not suitable for wheelchair users, however the boats can be moored side on and assistance given to people with some restricted mobility
- Parking on main pay and display car park
- Large electric boats that sit up to 11 people, and day cruisers that have a small WC, two ring hob and sink are available for a 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 advised that wheelchair users book in advance to avoid disappointment.
- Wheelchair users and people with limited mobility will be boarded first. Please make yourself known to the skipper of the vessel so that we can give appropriate assistance. On all passenger craft there are priority seating areas for wheelchair users and their parties.
- Crew will always be in a position to assist all customers to board as required
- Boarding points are near to the coach park and customer toilet block
- Well behaved dogs are permitted on board, provided they are kept on a lead and are not allowed onto the seats
- Parking on main pay and display car park

Queen of the Broads

- This boat is moored against a floating pontoon.
- There is an L-shaped step unit 1000mm wide on the pontoon comprising of two steps. Steps are 200mm high and 460mm deep and have a non-slip surface on the tops; 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 doorway is 500mm.
- To reach the upper deck passengers have to descend the steps above and then ascend 10 steps, 190mm high, 200mm deep. All steps covered with a non-slip surface. There is a handrail each side.
- To reach the enclosed saloon on the upper deck there are double doors, 1290mm wide.
- Upper deck toilet doorway is 700mm 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 enclosed front upper saloon only.

Belle of the Broads

- This boat is moored against a floating pontoon
- Access onto the pontoon is via a removable hinged chequer plate ramp that rises and falls with the tide. Ramp is 1000mm wide
- There is a three step unit leading to the boat. Steps are 200mm high, 255mm deep the unit has non-slip tread and is 970mm wide.
- To reach the lower deck there are 6 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 door into the lower saloon area is 650mm wide.
- To reach the upper deck passengers first descend the steps detailed above then ascend 10 steps. Steps are 180mm high, 230mm deep. All steps are non-slip.
- To reach the enclosed saloon there are double doors, doorway 1400mm wide.
- Toilet doorway in the 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 enclosed upper saloon.

Vintage Broadsman

- The Vintage Broadsman is moored against a level concrete quay heading. There is a two step removable unit leading to a hydraulic platform. Steps are 230mm high and 310mm wide and are covered with non-slip rubber. The unit is 600mm wide and has a handrail each side.
- The hydraulic platform has non-slip rubber and is 700mm wide and has a handrail each side. This hydraulic lift leads to a doorway onto the aft deck. Doorway 800mm wide.
- Access to the upper deck is via 4 steps. Steps are 190mm high and 300mm wide. There is a handrail each side. The entrance to the upper deck is 780mm wide.
- Access to the lower deck is via 5 steps. Steps are 230mm high and 300mm deep. There is a handrail each side. The entrance to the lower deck is 840mm wide.
- Ladies and gents toilets are situated on the aft deck. Doorways to the toilets are 730mm wide
- Wheelchair access to the aft deck is achieved by removing the step unit and lowering the hydraulic ramp to 230mm. There is a wedge available to gain access to the hydraulic ramp.
- Wheelchairs users are restricted to the aft deck.

Cordon Rouge

- The Cordon Rouge is moored against a concrete quay heading; there is a concrete slop up to the entrance of the boat.
- Entrance to the boat is gained via a hydraulic lift unit 850mm
- There are two steps down onto the aft deck.
- There is a further three steps to the lower saloon.
- Access to the top open deck is via eight steps, 210mm high, covered with non-slip rubber. There are handrails each side, handrail 740mm from steps.
- Wheelchair users gain access to the aft deck via a ramp measuring 760mm in width with a total run of 1800mm. Assistance will be given.
- Wheelchairs are restricted to the aft deck [stairs to upper and lower saloon]
- Both M&F toilets accessible from this area
- Doors are- Ladies 700mm and Gents 600 mm wide

We welcome your feedback to help us continuously improve if you have any comments please phone or email.