

Access statement for Nottingham tourism centre

Introduction

The Nottingham Tourism Centre prides itself on being able to offer the most up to date and relevant information to residents and visitors of the city in a welcoming and accessible environment. It is through continual staff training that we are able to offer such a high level of customer service to those who choose to use the centre.

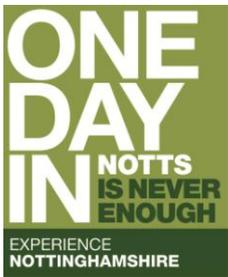
Pre arrival

- www.experiencenottinghamshire.com website - accessibility statement available to download
- Brochures and city maps, with directions to and location of the Nottingham Tourism Centre, available online to download or on request by telephone
- Minicom available for hearing impaired customers
- Online and telephone brochure/information request services available with free worldwide postage
- Online accommodation booking service available via our website
- Our 'Experience Nottinghamshire' guide includes accessibility information for attractions and accommodation
- Detailed accessibility guide is available upon request, including information on blue badge parking, toilet facilities and accessible restaurants.
- Various leaflets, programmes and guides available in large print on request
- Information in French, Spanish, German, Italian, Polish, Japanese and Chinese available online to download and on request by telephone
- Staff fluent in Spanish, German, Italian, Portuguese and Russian.
- Directions to the Nottingham Tourism Centre are in place all over the city
- The Nottingham Tourism Centre is located in a pedestrianised area with blue badge parking less than a minutes walk away
- Parking guide available on request (includes blue badge)

Arrival and car parking facilities

- The Tourism Centre is located in a pedestrianised area underneath the Council House just off Old Market Square, and is well signposted throughout the city. There is seating available in this area along with the award winning, accessible toilets just opposite on Greyhound Street
- There are several car parks nearby, all within a five minute walk and all with blue badge parking (Lace Market and Trinity Square being the nearest)
- Blue badge parking bays are available on both King Street and Queen Street just opposite the Tourism Centre
- The centre has a large, well-lit sign above the door, easily visible both in summer and in darker winter months
- Nottingham has several park-and-ride systems in place, such as the NET trams which operate from the North and NCT buses operating from the South, bringing visitors directly into the heart of the city. All of the park-and-ride systems are accessible and also well-signposted from surrounding major roads, including the M1 motorway from both the North and South
- For those accessing the city by public transport the Tourism Centre is a short distance from most major bus stops and next to the Old Market Square tram stop (which has a direct link to the train station)
- For those arriving by National Express coach a 'city loop' bus operates to bring people into the city centre as the journey from the Broadmarsh Bus Station takes around 15 minutes to walk and is on an incline

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- Should arrival be outside the designated opening hours there is 'out of hours' information visible to the right of the entrance. It shows a map of the city with details of hotels along with important

information such as the location of the NHS walk in centre, nearest taxi rank, police station etc. and emergency phone numbers

Main entrance, reception and ticketing area

- The Nottingham Tourism Centre's standard opening hours are 9.30am – 5.30pm Monday – Saturday. We open on selected Sundays and Bank Holidays during the year (please telephone to check)
- The entrance to the Tourism Centre is step free to allow access for those with wheelchairs, walking difficulties and pushchairs. The ramp is on a small incline so that those who may struggle with ramps can still gain access
- The doors are automatic and are often left open during the summer months
- Assistance dogs are welcome in the centre
- An induction loop is fitted and signed in a prominent position and there is also a Minicom available for use on the counter
- There are lowered sections on the information desk, payment counter and a lowered computer desk and chair to allow access for wheelchair users or smaller people
- All staff are accessibility awareness trained and have attended 'Welcome All' or similar courses
- A chair with arms is available near the internet points for a semi-ambulant person to use should they require it

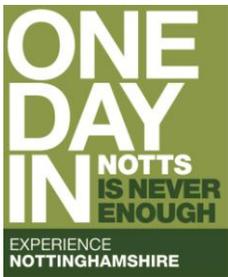
Public areas

- The shop floor is all on one level and arranged so that there is enough room for a wheelchair users, etc. to move about comfortably
- All items of stock are clearly labelled with prices, some stock may be out of reach for wheelchair users or smaller people but the staff members are always on hand to help
- The centre has a computer terminal available for internet access.

Public WCs

- Due to the re-development of Old Market Square in 2006 it was necessary to relocate the main public toilets to Greyhound Street, directly opposite the Tourism Centre
- These new facilities were named the 'Changing Places Toilets', as well as being spacious, clean and well looked after, these toilets also include the following features:
 - A height adjustable changing bench and washbasin
 - A hoist system to lift people between wheelchairs and the toilet
 - Enough space to ensure the bench and toilet can be approached from either side
 - Both the Victoria and Broadmarsh shopping centres have fully accessible toilets as does the Trinity Square car park complex

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Additional information

- The Capital FM Arena/National Ice Centre on Bolero Square, holds special wheelchair ice skating sessions where the guest can either take their own wheelchair on the ice or use one of the Arena's purpose built sledges.
- The Cornerhouse complex houses a 14 screen multiplex cinema as well as a huge variety of bars and restaurants, all of which are fully accessible
- The Royal Centre offers audio description and signed performances, is mostly accessible and also allows assistance dogs
- Broadway Media Centre and Cinema, on Broad Street, is fully accessible and also offers Autism friendly screenings

Address: Nottingham Tourism Centre
1-4 Smithy Row
Nottingham
NG1 2BY
United Kingdom
Telephone: +44 (0)8444 77 5678
Fax: +44 (0)115 915 5323
Email: tourist.information@nottinghamcity.gov.uk
Website: www.experiencenottinghamshire.com
Grid reference: SK570400

Local equipment hire companies: Shopmobility scooters can be hired from either of the main shopping centres (Broadmarsh or Victoria), and it is best to book in advance of your visit.

Address:
Nottingham (Broad Marsh)
Broad Marsh Bus Station
Canal Street
Nottingham
NG1 7LS
United Kingdom
Telephone: 0115 915 3888

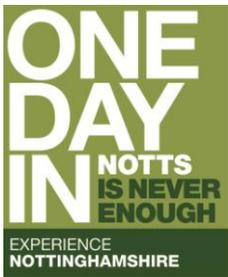
Local public transport numbers: The main local bus company for Nottingham and the surrounding area is Nottingham City Transport.
Information can be found at www.nctx.co.uk or by telephoning 0115 9506070.

The other main bus company that serves Nottingham is Trent Barton, www.trentbarton.co.uk, 01773 712265.

Nottingham's tram operator is NET (Nottingham Express Transit), contactable on 0115 942 7777, email info@thetram.net or other information can be found at www.thetram.net

East Midlands Trains, who operate the main route between Nottingham and London, can be contacted on 08457 125678 (lines open 8am to 8pm daily) or at getintouch@eastmidlandstrains.co.uk

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Future plans

In the future, we hope to make the Nottingham Tourism Centre even more accessible by implementing the following changes:

- stock more leaflets in Braille and large print
- liaise with any new businesses and ventures to ensure we have the correct information about their accessibility

Customer feedback

We welcome your feedback to help us continually improve our service.

If you have any comments please contact us on:

+44 (0)8444 77 5678

tourist.information@nottinghamcity.gov.uk

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