

Scudamore's Access Statement



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.

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1. Introduction

We are situated at two locations in Cambridge city centre, respectively at Mill Lane (CB2 1RS) and at Quayside (CB5 8AB), by Magdalene Bridge. Full address details are given in the Contact Information section at the end of this Statement.

Both locations are about a 5 minute walk (0.5km) from the Market Square and the approach to each site is hard-paved and level, without cobbles.

We take every care to provide the best year-round access we can for the widest range of visitors within the constraints of our historic locations. We pay particular attention to health and safety, including the provision of non-slip surfaces throughout our sites and clear signage in the relevant places.

We are a member of Visit England's Visitor Attraction Quality Scheme.

We look forward to welcoming you. If you have any questions please phone us on 01223 359750 or email us at enquiries@scudamores.com.

2. Pre-arrival

2.1 Arriving by train

For information on rail services to Cambridge please visit www.nationalrail.co.uk.

Cambridge Station is 2km from Mill Lane and 2.9km from Quayside, and is well served by buses and taxis:-

- Regular bus services run from Cambridge Station to the city centre (Emmanuel Street), the journey usually taking about 10 minutes. It is then an 8 minute walk (0.8km) to either of our sites. Further information: www.stagecoachbus.com.
- There is a taxi rank outside the station. About a third of Cambridge's hackney cabs are wheelchair accessible, so it may be advisable to book ahead if this is a requirement. Please see the Appendices for further details

2.2 Arriving by bus

There are three main ways you are likely to come into Cambridge by bus:-

- Via one of the regular services running from Cambridge Station (see 'Arriving by train' above).
- Via the Park & Ride service. There are 5 Park & Ride sites on the edge of Cambridge, respectively at Milton, Newmarket Road, Babraham Road, Trumpington and Madingley Road.

Further information: www.cambridgeshire.gov.uk/transport/around/park-ride.

- Via a regional (e.g. Stagecoach or Whippet) or national service (e.g. National Express). Many of these services use Drummer Street Bus Station, but airport and some national services use Parkside, next to Parker's Piece.

Further information: www.go-whippet.co.uk, www.stagecoachbus.com and www.nationalexpress.com

Drummer Street is about 0.8km from either of our sites, whilst Parkside is about 1km. There are taxi ranks at both Drummer Street and Parkside.

2.3 Arriving by car

- We recommend Cambridge's Park & Ride service (see 'Arriving by bus' above).
- Alternatively, whilst we have no on-site parking, there is a good range of city centre parking facilities close to both of our sites (see Appendices for details).

Further information: www.cambridge.gov.uk/parking and www.cambridge.gov.uk/free-parking-for-blue-badge-holders.

- All on-street pay-and-display parking is free to Blue Badge users. You can also park on single and double yellow lines for up to three hours as long as no obstruction is caused.

3. Arrival

3.1 Mill Lane site

Our Mill Lane site is composed of two hire locations, the Mill Lane punt station (boats for the College Backs) and the Boatyard (boats for Grantchester) which are located about 50m apart.

- Access to our Mill Lane punt station is via a flight of five steps with no handrails (but some limited wall support). The steps rise at 190mm intervals and are constructed from a non-slip fibreglass material. The narrowest access width is 1.6m.
- Once on station (the main pontoon on which the ticket office stands) the floor treatment is fibreglass mesh or non-slip concrete.
 - The main hire pontoon (self-hire) has two steps down (180mm and 150mm respectively) so that boats are boarded at water-level. The step up onto the boats is 340mm.
 - The main chauffeur tour pontoon is accessed from the main hire pontoon via a concrete walkway. There is a tapering step up to get onto the concrete, which falls from 100mm away from the water's edge to 90mm at the water's edge. There is then a step down of 80mm to access the chauffeur pontoon from the concrete walkway. There is then a 300mm step down from the pontoon into the punt.
- Our Boatyard station is on a flat tarmac surface to the waters' edge. The narrowest access width is 900mm, between our ticket office and the tree in the Boatyard.
- It is not recommended to take wheelchairs on to the boats as there is a risk of tipping. We can supply storage for mobility aids upon request. At present we have no special provision for other access needs.

- If you have a pre-booking please announce yourself upon arrival and our staff will be happy to assist you.

3.2 Quayside station

- Access to our Quayside punt station is via a flight of 10 steps with a central handrail. The steps rise at 175mm intervals and are constructed from a non-slip granite composite material. The narrowest access width is 700mm.
- Once on station (the main pontoon on which the ticket office stands) the floor treatment is fibreglass mesh or non-slip metal.
- It is not recommended to take wheelchairs on to the boats as there is a risk of tipping. We can supply storage for mobility aids upon request. We have no special provision for other access needs.
- If you have a pre-booking please announce yourself upon arrival and our staff will happy to assist you.

3.3 Ticketing areas

- Our ticket offices are located adjacent to the water's edge where the ground is either tarmac, fibreglass mesh or non-slip metal.
- There is limited seating available at both Quayside (12 persons) and Mill Pond (6 persons) but at not the Boatyard.
- These offices are accessed outdoors via a serving counter at waist height. We do not have induction loops installed at present but all important information is either written down on our tickets or displayed on signs nearby.
- We operate a complimentary ticket for carers policy.

3.4 Attraction

- We offer guided punt tours where a trained guide punts a boat with up to 12 customers on board. The guide delivers the tour verbally, pointing out the areas of interest along the river. Our tours take place outdoors in daylight, with the exception of a few specialist tours which take place after dusk (e.g. bat safari tours).
- Alternatively, customers can chose to punt themselves in a smaller self-hire boat with no supervision but with a briefing before setting off. Our self-hire operations take place outdoors in daylight hours.
- The boats are supplied with foam-filled cushions and extra cushions are available to customers upon request. Tours punts are also equipped with blankets and umbrellas.
- Conditions permitting, we are open 9:00 to dusk daily, except 25th December.

3.5 Public toilets

Both of our locations are close to public toilets, which provide access for visitors in wheelchairs and part of the RADAR Key scheme.

- Quayside: opposite our punt station on level ground. Open 08:30 to 20:00.
- Silver Street Bridge: on the far side of the bridge to our punt station on level ground. Open 08:00 to 19:00.

3.6 Additional information

Assistance dogs are welcome and water is available for them on request.

To assist clarity most of our signage is produced with white lettering on a dark blue background. A sans-serif font has been chosen for clarity. The use of block capitals is avoided as people with impaired sight can this more difficult to read.

Visit Cambridge lists cccommodation providers that have been awarded a category in the National Accessible Scheme: www.visitcambridge.org/accommodation.

Their Advanced Accommodation Booking Service (01223 457581) can also help you to find suitable accommodation.

3.7 Future plans

We are currently in the process of:-

- Planning additional Disability Awareness Training for our operational staff.
- Investigating the installation of induction loops at our punt ticket offices.
- Reviewing our website to make it more accessible.

We welcome any user feedback on how we might improve accessibility in these or any other areas of our business.

4. Contact information

4.1 Addresses and grid references

- Our Boatyard and Mill Pond stations:-

Granta Place, Mill Lane, Cambridge CB2 1RS

Grid reference: TL 44723 57962

- Our Quayside station:-

Quayside, Bridge Street, Cambridge CB5 8AB

Grid reference: TL 44746 58971

4.2 Getting in touch

- Telephone: 01223 359750
- Email: enquiries@scudamores.com
- Web: www.scudamores.com

4.3 Hours of operation

- 09:00 to dusk every day, conditions permitting, except 25th December.

Appendices

A1 Accessible taxis

If you wish to pre-book a wheelchair accessible taxi we recommend:-

- Andy Cabs (01223 571144): all taxis are wheelchair accessible.
- A1 Cabco (01223 313131): can provide wheelchair accessible taxis if booked in advance.
- Panther (01223 715715): can provide wheelchair accessible taxis if booked in advance. If you are a wheelchair user who needs a solid, rather than split 'gutter style' ramp, these are most readily available through Panther.

About a third of Cambridge's hackney cabs are wheelchair accessible. The four main taxi ranks are at:-

- Cambridge railway station
- Drummer Street (the bus station)
- Parkside (the National Express coach stop)
- St. Andrew's Street, at the junction with Petty Cury (opposite Christ's College)

A2 Main city centre car parks

<i>Location</i>	<i>Nearest punt station</i>	<i>Spaces</i>	<i>Blue Badge spaces</i>	<i>Multi-storey</i>	<i>Blue Badge 3 hours' free parking*</i>
Grand Arcade	Mill Lane (0.5 km)	944	36	Y	Y
Castle Hill	Quayside (0.5 km)	113	2	N	Y
Park Street	Quayside (0.5 km)	392	7	Y	Y

* Although charges apply at these car parks parking for Blue Badge holders is free for the first 3 hours. This concession applies Monday to Saturday, 8:00 to 20:00, and 10:00 to 17:00 on Sundays, but not outside these times.

Further information: www.cambridge.gov.uk/parking.

A3 On-street parking

These city centre streets have on-street parking spaces for Blue Badge holders.

<i>Location</i>	<i>Nearest punt station</i>	<i>Blue Badge Spaces</i>
Guildhall Street	Mill Lane (0.7 km)	2
King's Parade	Mill Lane (0.5 km)	10
Peas Hill	Mill Lane (0.6 km)	4
Regent Street	Mill Lane (1 km)	2
St. Andrew's Street	Mill Lane (0.8 km)	2
Trumpington Street	Mill Lane (0.5 km)	2
Bridge St (10:00 to 18:00 only)	Quayside (0.1 km)	1
Hobson Street	Quayside (1 km)	6
Jesus Lane	Quayside (1 km)	6
Round Church Street	Mill Lane (0.5 km)	3

A4 Mobility equipment loan scheme

Cambridge City Council's 'Shopmobility' provides the free loan of mobility aids - manual wheelchairs, electric wheelchairs and scooters - to help people with restricted mobility get around the city centre. You do not have to be a Blue Badge holder to use this scheme and if you are unfamiliar with using a powered mobility aid full training will be given.

Further information: www.cambridge.gov.uk/borrow-a-scooter-from-shopmobility.

A5 Escorted service

Another feature of the Shopmobility scheme is an escorted service of up to 2 hours, which is available Monday to Friday for wheelchair users and people who are blind or visually impaired. This service must be booked in advance.

Further information: www.cambridge.gov.uk/borrow-a-scooter-from-shopmobility.