

Scudamores Access Statement

Intro.

Scudamores is the oldest and largest punting company in Cambridge. Established in 1910 and located in the centre of the city, we provide guided punting tours of the famous Cambridge College Backs as well as self hire punting on the River Cam and towards Grantchester Meadows and village.

We have three punt stations in Cambridge with a variety of craft. The stations on the backs are accessed down steps from the pavement to the waterside. Our third station is for Grantchester punting only and is accessed on level ground from the road to the waterside. As a company we take every care to provide the best access we can for all customers within the constraints of the layout of the punt stations in relation to the water. With enough notice we can cater for most if not all access needs. We pay particular attention to health and safety including the provision of non-slip surfaces throughout the company and handrails etc at all relevant points.

Pre arrival.

For directions and our precise locations please see our website. If you need to plan your journey our post codes are CB2 1RS for the Mill Pond and Boatyard stations. Our Quayside station post code is CB2 1UJ. Please check with the bookings office which station you require.

The nearest rail station is Cambridge which is two miles away. Taxis and buses run regularly from there to the city centre.

Panther are a good taxi firm if you wish to pre-book with a range of cabs, some with wheelchair access. 01223 715715.

We are located on three sites on the banks of the river close to the main highway. The approaches to the stations are all fairly flat until you get to the water's edge.

We are members of the Visitor Attraction Quality Assurance Scheme.

Arrival.

Our stations have no parking but there is a lay-by at Quayside for drop offs and ample parking in the city centre. The nearest multi storey parking is not more than 500 meters away and access is by foot on level pavement from there to all stations.

On arrival please inform our staff who you are if you have a booking and what you would like to do if not. Our staff are easy to spot with managers in burgundy and other staff in logoed navy blue polo shirts or waistcoats.

Access to both the Mill Pond and Quayside stations is down approx 10 steps with a central handrail at Quayside and no handrails (but some limited wall support) at the Mill Pond. Our Boatyard station is on level ground to the waters' edge. Please note there are no alternative access routes.

Access to the boats themselves is via a step down then up into the end of the craft. We can turn a craft side on to the bank if needed.

We offer physical assistance to visitors with access needs such as wheelchair users through a manual handling team able to carry most wheelchairs down to the water level for loading and unloading. It is not recommended to take wheelchairs on to the boats as there is a risk of tipping.

We have no special provision for other access needs although our staff are happy to help in any way they can.

Ticketing areas.

Our ticket offices are located adjacent to the waters' edge the ground is either tarmac or fibreglass mesh. There is limited seating available at both Quayside and Mill Pond but not the Boatyard.

These offices are accessed outdoors via a serving counter at waist height. The counters have perforated glass which cannot be opened. We operate a complimentary ticket for carers policy. We

do not have hearing loop installed but all important information is either written down on our tickets or displayed on signs nearby.

Attraction.

We offer guided punt tours where a trained guide will punt a boat with up to 12 customers onboard. The guide delivers the tour verbally while punting and points out the areas of interest along the river. Alternatively customers can chose to punt themselves in a smaller punt with no supervision but with a briefing before setting off. The whole tour takes place outdoors in daylight. The boats are filled with foam cushions and blankets. Umbrellas are provided. Extra cushions are available to customers who may have trouble sitting upright unassisted.

Public toilets.

These are situated on Quayside opposite the punt station on level ground. There are disabled toilets here. Council maintained.

At the Mill Pond they are down some steps on Silver St bridge. There are no disabled access toilets here. Council maintained.

There are no public toilets at our Boatyard station. However the Silver St bridge toilets are nearby. These toilets do not have alarms to our knowledge. Taps are of the push button design.

Additional info.

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

We do not currently have any staff with disability awareness training, large print or Braille information brochures or wheelchairs available.

We do not have facilities to charge mobility scooters.

The city has numerous hotels, hostels and B&Bs who have their own access statements. We can recommend some on request.

Future plans.

We welcome any feedback on how we might improve accessibility to our business.

Contact info.

Scudamores Punting Co.

Mill Lane

Granta Place

Cambridge CB2 1RS

01223 355101

For Boatyard and Mill Pond stations

32a Bridge Street

Quayside

Cambridge

CB2 1UJ

01223 359750

For Quayside station and bookings office.