



POOLE ACCESS GUIDE



Equality Statement

'The Poole Tourism Partnership is committed to working together to prevent discrimination and promote equality for customers regardless of age, disability, gender, gender identity, pregnancy and maternity, marriage and civil partnership, race, religion and belief, and sexual orientation. It is about breaking down barriers (real and perceived) and providing excellent customer service to enable everyone to experience the great tourism product Poole has'

Access Guide to Poole

Poole is a town rich in history and the beautiful “Old Town” remains largely unchanged. The modern “Dolphin Shopping Centre” provides the comfort and convenience of indoor shopping, in contrast to the charming and unique shops in the Lower High Street. The Town Centre is all level, although some of the shops in the Lower High Street are housed in older buildings, which by nature are more difficult to access. The bustling Quayside is a wonderful mix of tourist attraction and working port, and there are plenty of restaurants and pubs to choose from. The Dolphin Centre houses over 100 popular stores and is fully accessible with RADAR loos and a lift to all floors.

Poole’s resort beaches are around 4 miles east of the town centre. The beach at Sandbanks has been awarded both the European 'Blue Flag' and Tidy Britain Group 'Seaside Award'. There is a level promenade that stretches from the Shore Road beach all the way to Bournemouth (approx. 3 miles) and disabled parking spaces and toilets are provided in the main Sandbanks car park. Beach Wheelchairs are also available to hire from the Beach Office (further information on page 21).

Poole Tourist Information Centre



Tel: 01202 262600

E: info@pooletourism.com

W: www.pooletourism.com

Poole Tourist Information Centre is located in the Poole Museum building on the ground floor in the lower high street on Poole Quay. A highly trained team who are dedicated to ensuring that you get the most out of your visit to Poole. Offering:

- A wide range of literature
- Comprehensive range of maps and guides
- Poole postcards and posters
- Poole Quay Family Fun and Treasure Hunt
- RADAR Keys (Priced at £3.75) - NB. Written proof of disability is required.

For your assistance; -

- Hearing Loop
- First Aider on site
- Wheelchair accessible
- Automatic doors

Disabled Toilets

There are accessible toilets situated inside Dolphin Quays, which is accessed via a radar key. There is also an accessible toilet within Poole Museum, which is part of the Borough of Poole's Community Toilet Scheme. For more information on the Community Toilet Scheme please see, www.poole.gov.uk

ATTRACTIONS

Town Centre and Poole Quay

Poole Museum

A: 4 High Street, Poole, BH15 1BW

T: 01202 262600

W: www.poolemuseum.co.uk

E: museums@poole.gov.uk

The rich history of the ancient port town of Poole is revealed in four floors of galleries housed in a 19th century quayside warehouse. We aim to make Poole Museum as accessible as we can for everyone. The Museum has lift access to all floors

Wheelchair and scooters are permitted in the galleries. We also have manual wheelchair for visitors to use (subject to availability); please ask at Reception when you arrive.

We have seating throughout the galleries.

The Museum does not have its own dedicated parking. There are limited disabled spaces down the lower High Street and on Poole Quay. The nearest carpark with disabled spaces is the Quay Visitors car park.

Assistance dogs are welcome and we can provide drinking water if needed. Please ask at the reception desk.

Poole Pottery

A: The Quay, Poole, BH15 1HJ

T: 01202 668681

W: www.poolepottery.co.uk

E: enquiries@poolepotteryretail.co.uk

Watch live demonstrations, learn about Poole Pottery, see the largest collection of Poole Pottery in the world and paint a pot yourself!

Accessibility Poole Pottery Studio is wheelchair accessible with a public lift and can offer disabled assistance. There is a cafe and also seating is available on both floors.

Brownsea Island, via ferry from Poole Quay and Sandbanks

T: 01202 707744

W: www.nationaltrust.org.uk/brownsea

E: brownseaisland@nationaltrust.org.uk

Brownsea Island is situated in Europe's largest natural harbour and has been owned by the National Trust since 1962. Take a short boat trip from Poole Quay or Sandbanks to discover an island rich in history and wildlife. Enjoy peace and tranquility, breathtaking coastal views, walks and family trails.



- Electric buggy tours for the less mobile, call 01202 707744 to book
- There are no transfer vehicles or drop off/collection points, please contact ferry operators for access requirements
- Manual wheelchairs are available from visitor reception, pre-book on: 01202 707744
- Level and smooth paths lead to the visitor centre however some island tracks are rough in places and beach access via steps
- Nearest car park is Quay Visitors Multi Storey, lift access to all floors.
- Assistance dogs welcomed.

How to get there...

Browsea Island Ferries (from Poole Quay and Sandbanks)

T: 01929 462383

W: www.browseaislandferries.com

Greenslades Pleasure Cruises (from Poole Quay)

T: 01202 631828

E: greensladepleasureboats@yahoo.co.uk

W: www.greensladepleasureboats.co.uk

Safe wheel chair access

We welcome disabled customers on board our vessels, but for safe access and a small degree of mobility is needed by everyone. Due to the jetty and vessel design, adults who use wheelchairs must be able to walk (assisted if necessary) just a few steps for access at boarding gates, as crews are not permitted to lift occupied wheelchairs. Each wheelchair must be accompanied by an attendant to assist a disabled person in the event of an emergency on board.

We regret that electrically propelled wheelchairs will not be carried, due to the difficulties that might arise in the event of an emergency requiring evacuation from the vessel.

In all cases, the number of wheelchairs that may be carried is at the absolute discretion of the vessel's Master.

To talk to someone about this please contact the ferry operators directly.

Dolphin Shopping Centre

T: 01202 673906

E: info@dolphinshoppingcentre.co.uk

W: www.dolphinshoppingcentre.co.uk

Over 120 shops including Primark, Animal, M&S, Wilkinson, River Island and Beales.

Accessibility Dolphin Shopping Centre welcomes all visitors, and the popular Shopmobility scheme helps to provide those who are less mobile with the opportunity to shop and get around with ease,

with power-chairs, scooters and hand-propelled wheelchairs available on a daily basis. Wheels for Freedom / Shopmobility can be found in the Dolphin Shopping Centre multi-storey car park (further information on page 21). 2 accessible lifts to reach the ground floor and first floor with ease.

Hamworthy

Harbour Challenge OEC Ltd

A: Hamworthy Park, Lulworth Avenue, Poole BH15 4DH

T: 01202 772436 or 01202 678336

E: info@harbourchallenge.co.uk

W: www.harbourchallenge.org.uk

The premier home of outdoor activities, adventure and extreme sports in Dorset. Our highly experienced instructors are qualified to provide a wide range of activities from climbing to coasteering, mountain biking to kayaking and sailing to windsurfing suitable for all ages, groups and abilities. All our activities can be tailored to suit your requirements according to age and experience.

Canford Cliffs and Beaches

Compton Acres

A: 164 Canford Cliffs Road

T: 01202 700778

E: gardens@comptonacres.co.uk

W: www.comptonacres.co.uk



Take a journey around 10 acres of themed gardens and experience a one stop tour of the world! From the authentic Japanese garden to the grandeur and symmetry of the Italian garden, a visit to Compton Acres promises surprise and delight at every turn. The beautiful privately owned gardens consist of a number of uniquely themed gardens. Each host different growing conditions for a wide range of ornamental plants.

Accessibility Wheelchair users can circuit the gardens avoiding steps. Wheelchair Map available on request from the ticket office.
All visitors are welcome at Compton Acres.

The gardens follow the natural contours of chines. Paths in some areas are steep and require a person of sufficient strength to push and control the wheelchair. A gardener can be called upon if assistance is required. Disabled toilets can be located at the ticket office, the Café Tea Rooms and Harbour View café. Guide dogs and well behaved dogs allowed in the gardens on leads.

Beaches & Beach Hut Hire

A: Sandbanks and Branksome Chine

T: 01202 708181

W: www.boroughofpoole.com/applyforit .

Sandbanks Beach Office has five beach accessible wheelchairs, three of which you can use in the sea. Booking is essential with at least 24 hours' notice and arrangements for a wheelchair to be available at any of Poole's Beaches, excluding Hamworthy, can be ordered. To book a wheelchair, please contact the telephone number above.

Sandbanks beach has Mobi-Mats to help wheelchair users move easily from the prom onto the sand and closer to the sea.

There are 5 accessible beach huts that are available for short term hire through out the season. Each hut comes equipped with four chairs, a table, low level work surface, water and electricity.

Accessible beach hut numbers:

1. 98 Sandbanks (water and electric with disabled access)
2. 45a Shore Road (water and electric with disabled access and a low-level sink unit)
3. 219a Branksome Chine (water and electric with disabled access).
4. 220a Branksome Chine (water and electric with disabled access).
5. 99 Sandbanks (double-sized beach hut with water, electric and disabled access)

Further Afield

Monkey World

A: Longthorns, Wareham, Dorset, BH20 6HH

T: 01929 462537

E: apes@monkeyworld.org

W: www.monkeyworld.org



Monkey World is an internationally acclaimed ape rescue centre, in 65 acres of beautiful woodland, and home to over 230 primates - including the largest group of chimpanzees outside Africa. Opened in 1987 to provide abused Spanish beach chimpanzees with a permanent home, the site is now a sanctuary for monkeys and apes from all over the world.

Accessibility All Monkey World areas are wheelchair-accessible, apart from the Woodland Walk. There are no primate enclosures along the Woodland Walk. There is a selection of motorised scooters and dual-controlled or manual wheelchairs available for use free of charge. A £10 refundable deposit is required and you will be asked to provide a form of identification. For more information and booking (advisable) please contact 01929 462537 and press 3, 9am – 4:30pm, Monday to Friday. Disabled parking and toilet facilities available. There are 2 wheelchair swings available and reclining swings in the 2 large play areas. Ask about printed and Braille versions of the Keepers talks. Guide dogs are permitted but not in the Malagasy enclosure where lemurs are free to roam around. There are 3 Sensory statues of the primates available for visually-impaired visitors to touch in order to gauge the shape and size of some of Monkey World's primates. Please ask for assistance if you would like to access the statues.

Corfe Castle

A: The Square, Corfe Castle, Wareham, BH20 5EZ

T: 01929 481294

E: corfecastle@nationaltrust.org.uk

W: www.nationaltrust.org.uk/corfe-castle

Discover 1000 years of the castle's history as a royal palace and fortress. With fallen walls and secret places, there are tales of treachery and treason around every corner. Spot the 'murder holes' and count the arrow loops. Feel history comes to life and

see the wildlife which has set up home in these fascinating castle ruins.

Accessibility Mobility Parking is available in the main Car Park. There are adapted toilets at Visitor Centre and Castle Entrance. Grounds are partly accessible. However there are steep slopes, some steps, uneven paths, and undulating terrain. Some visitors may require assistance from their companion.

Beaulieu

A: Beaulieu, New Forest, Hampshire, SO42 7ZN

T: 01590 612345

E: info@beaulieu.co.uk

W: www.beaulieu.co.uk

Beaulieu, in the heart of the New Forest is home of the world renowned National Motor Museum with over 250 vehicles. Visit Palace House, the Mountagu family home since 1538, and 13th century Beaulieu Abbey.

Accessibility The majority of the Beaulieu attraction is fully accessible and the site frequently audited by independent access experts.

- Disabled car park is located next to the Visitor Reception. If the disabled car park is full, please park in the coach park opposite.
- Three sets of disabled toilets across the site.
- Free use of powered wheelchairs and manual wheelchairs. Please book in advance by calling 01590 614646.
- Generally level tarmac paths.
- Ramped access to raised doorways at the Brabazon Restaurant and Secret Army Exhibition.
- Induction loops at key areas of the attraction.
- Provision of literature in alternative formats available at reception.
- Inclusion of an accessibility guide in map form within the main 'How to see Beaulieu' leaflet given to all visitors.
- Visual image guides to first floor areas of the National Motor Museum, Palace House and Beaulieu Abbey.
- Touch tours of Palace House available prior to arrangement.
- Handrails to steps in Palace House.
- Assistance dogs are welcome and can be used to access all areas of the site, although they are not permitted to ride the

Top Gear simulator. Visitors wishing to bring an assistance dog onto the monorail, please seek assistance from a staff member.

- A continuing programme of staff awareness and training in accessibility issues.

Blue Pool

A: Furzebrook, Nr Wareham, Dorset, BH20 5AR

T: 01929 551408

W: www.bluepooltearooms.co.uk

E: info@bluepooluk.com

A former clay pit, the Blue Pool is part of the Furzebrook Estate which traces its history back nearly 400 years. Dug by hand and abandoned in the 19th Century to be naturally filled with rain water, the phenomenon of its ever changing colour – from shades of green to deep turquoise – is truly fascinating.

Accessibility Buying Tickets - Wheelchair visitors are admitted free, and those able to show documentary identification of disability (ie blue/orange badge or similar) along with any carers are admitted at our concession rate. Disabled Toilets are situated to the left of the main toilet block. There is ramped access to all our buildings, and the marked red route avoids any steps as you travel around the grounds. BUT please be aware the path is sandy, uneven with slopes. We also have manual wheelchairs available at the entrance.

Farmer Palmers

A: Wareham Road, Organford, Poole, BH16 6EU

T: 01202 622022

W: www.farmerpalmers.co.uk

E: shop@farmerpalmers.co.uk

A day out that's great for 0-8 years – have an udderly fabulous time, rain or shine!

Accessibility Farmer Palmer's Farm Park offers a high quality "hands on" fun and learning experiences for all ages and abilities.

- 2 designated disabled spaces next to the entrance.
- There are wide doorways and ramps. The site is not large but a wheelchair can be borrowed from the Admissions desk, free of charge, 1st come, 1st served.

- Guide dogs are allowed into the Park.
- 2 accessible toilets with wide doorways and support bars.
- Menus are available in larger print. The restaurant has a tray support along the counter.
- The staff are trained to help you, so please ask.

Oceanarium – The Bournemouth Aquarium

A: Pier Approach, Bournemouth, BH2 5AA

T: 01202 311993

E: info@oceanarium.co.uk

W: ww.oceanarium.co.uk

The Oceanarium on Bournemouth seafront takes you on an underwater adventure through some of the world's most amazing waters.

Accessibility The Oceanarium displays are situated on two floors with lift access, as well as stairs. Wide passageways are throughout the displays for ease of access. There are some steps within the Oceanarium but all of these are clearly marked and alternative routes are available. Disabled toilet facilities, the Offshore Café and Cove gift shop are all located on the ground floor. Unfortunately Oceanarium does not have its own car park, customers would have to use Bournemouth town centre car parks.

Swanage Railway

A: Station House, Station Approach, Swanage, BH19 1HB

Tel: 01929 425800

E: info@swanage-railway.co.uk

W: www.swanagerailway.co.uk

Make the most of the Jurassic Coast. Travel to the seaside by steam train, a unique journey through six miles of beautiful Dorset scenery.

Accessibility Both the Swanage Railway Trust and the Swanage Railway Company are determined that the Swanage Railway should offer the best possible facilities for the mobility impaired. All the trains accommodate wheelchairs and also has a specially adapted carriage for mobility impaired visitors.

Passengers are invited to contact the Passenger Services department in advance if they wish to check that the open

access coach will be in service on the day they wish to travel or on a specific service.

Additionally, the Swanage Railway endeavours to make provision for all passengers on all its services.

All Swanage Railway station platforms offer step-free access, and Disabled access is available to most trains.

Wheel chairs are able to be carried in the Guard's Van on most services, and if the passenger has some mobility then they can sit in nearby passenger accommodation rather than travel in the Guard's Van.

A ramp is available to provide wheelchair access to trains, and our friendly platform staff and train crews will be happy to assist. Please note that our ramps have a safe weight limit of 230kg.

The Tank Museum

A: Bovington, near Wool, BH20 6JG

T: 01929 405096

E: info@tankmuseum.org

W: www.tankmuseum.org

The Tank Museum brings the history of tank crews to life, boasting action packed live displays and supported by the world's best collection of tanks. Explore 6 large halls and come face to face with over 200 tanks; from the very first to the very latest.

Accessibility Entrance to the Tank Museum is situated on the ground floor with step free, level access throughout. The galleries are evenly and well lit, spotlights are used on a tracking system. One exception is the Trench where dimmed lighting and uneven flooring is used to create an authentic atmosphere. 5 fully accessible toilets situated in the main building and the vehicle conservation building. Parking at the museum is free and there are several accessible spaces available.

Royal Signals Museum

A: Blandford Camp, Dorset, DT11 8RH

T: 01258 482248

E: info@royalsignalsmuseum.com

W: www.royalsignalsmuseum.co.uk

Dorset's Hidden Gem! From semaphore to high tech Cyber Space, and Electronic Warfare; discover the rapidly evolving story of the British Army's dynamic cutting edge...The Royal Signals.

Accessibility There is an access ramp for the disabled at the front entrance to the Museum, and a lift between lower and upper levels. Fully accessible toilets on site. Guide dogs are permitted. Please note valid photographic ID is required to be permitted entry.

Lemur Landings Soft Play

A: Tower Park, Poole, BH12 4NY

T: 01202 740500

E: play@lemurlandings.co.uk

W: www.lemurlandings.co.uk

Join us for adventure at Lemur Landings. Lemur Landings is a place where parents and carers can relax whilst keeping an eye on your little lemurs whilst they play in a safe, stimulating environment. Lemur Landings has a platform lift and an accessible toilet.

Theatre and Cinema

Lighthouse – Poole's Centre for the Arts

A: Kingland Road, Poole, BH15 1UG

T: 0844 406 8666

W: www.lighthousepoole.co.uk

E: info@lighthousepoole.co.uk

Experience, explore, discover and join in with the arts at Lighthouse - home to the Bournemouth Symphony Orchestra.

Lighthouse boasts a year round programme of national and international events, including dance, music, drama, comedy, film, visual arts, workshops and family theatre designed not only to entertain but to provide experiences that stimulate and inspire.

Accessibility The Lighthouse has level access to the foyers, bars, café, toilets and performance spaces and all floors. There are designated setting down and collection bays for disabled people immediately outside the front of the building. Parking spaces are available in all Poole car parks. Sound enhancement systems are available in the concert hall, theatre, cinema and studio as well as

wheelchair spaces in all auditoria. The Lighthouse has two visitor wheelchairs which are subject to availability, please check at the ticket office. Assistance dogs welcome throughout the building. If you have any specific requirements please call the ticket office on 01202 280000 and the friendly staff will make sure that all the necessary arrangements are made to make your visit a good one.

Cineworld

A: Tower Park, Yarrow Road, BH12 4NY

T: 08714 714 714

W: www.empirecinemas.co.uk

Accessibility All screens are fitted with Infra Red Hearing systems compatible with most hearing aids. Please ask at the cinema for further details. Disabled guests can enjoy full access to all areas of the cinema. There is a ramp to the Cinema entrance and internally Wheelchair Spaces & Carer Seats are available (in selected areas of the Auditoria). There is also a lift to the STUDIO Screens. Guide Dogs allowed. AD (Audio Described).

LEISURE FACILITIES

Dolphin III

T: 01258 857806

W: www.thefriendsofdolphin.co.uk

A specially designed boat for people of all ages with disabilities, particularly suitable for those in wheelchairs or with walking difficulties. Free trips for disabled but **early booking essential** to avoid disappointment. Mainly groups but individuals can be catered for. Boarding from Berthing Office, Dolphin Marina, Poole Quay. Level walk/wheel-on and off ramp, and a flat broad open deck to accommodate wheelchairs in the centre. Toilet facilities on board. Only 12 passengers including escorts permitted on each trip.

Poole Sailability

T: 01444 390171

E: poolesailability@yahoo.co.uk

W: www.poolesailability.org.uk

A friendly club enabling disabled people to enjoy sailing in dinghies and keelboats in Poole Harbour. Bookings can be made for Wednesday evenings and Sunday mornings from April to

October. No sailing experience is necessary and all equipment is provided. The club is RYA recognised and has fully qualified skippers. For further details and a current sailing programme see our website www.poolesailability.org.uk or phone 01444 390171

Knoticat

T: 07889 970 702 or 01590 679 337

W: www.knoticat.co.uk

Knoticat is a 10m sailing catamaran, adapted with aim of giving anyone disabled and their carers the opportunity to sail and enjoy the beautiful waters in and around the harbour for **FREE**. We sail every weekday when the weather allows from early April to late September and all trips are made under the watchful eye of highly experienced and qualified skippers. To book, call 07889 970 702/01590 679 337 or email peter.drury123@btinternet.com

Boatability

T: 02392346075 / 07985089973

W: www.boatability.co.uk

Boatability is a sailing club who offer "sailing for all". They have 2 wheelchair accessible boats, which can carry 4 powered chairs, and offer a range of services from boat charter, fishing trips or even RYA qualifications. They are the only powerboat school to have been awarded the RYA Sailability Foundation Level Certificate for the disabled. Although they are based in Portsmouth, they would be able to offer a full days charter to Poole (with an additional cost to cover fuel).

The Wheelyboat Trust

T: 01929 550688

E: info@warehamboathire.co.uk

W: www.warehamboathire.co.uk/wheelyboat

Wheelyboats provide disabled people with hassle-free and independent access to a variety of waterborne activities. They are designed to accommodate disabled people, and wheelchair users in particular, easily and safely enabling them to actively participate on the water on equal terms with their able-bodied counterparts. 'Roll-On, Roll-Off' access flat deck providing access to all corners of the boat accessible helm or drive-from-wheelchair console allowing disabled people to drive the boat themselves use as a trip boat or small ferry as well as for pleasure boating, angling and nature watching.

Dolphin Swimming Pool

A: Kingland Road

T: 01202 677217

Disabled parking bays - 7 Bays

Accessible toilets - 3

Accessible changing rooms – 3

Accessible Showers – 3

Pool Hoists - 1

Induction loops - 1x hearing loop at reception

For more information regarding disabled facilities, please contact directly.

Ashdown Leisure Centre

A: Adastral Road, Canford Heath, Poole, BH17 8PY

T: 01202 604224

Disabled parking bays - 2

Accessible toilets - 2

Accessible changing rooms – 2

Accessible showers – 2

Lift – 1

Induction Loop

For more information regarding disabled facilities, please contact directly.

Rossmore Leisure Centre

A: Herbert Avenue, Parkstone, Poole, BH12 4HR

T: 01202 738787

Disabled parking bays - 10

Accessible toilets – 3

Accessible showers

Accessible changing rooms

Wet and dry dedicated changing with beds and hoists

Pool Hoists - 2

Induction loop

For more information regarding disabled facilities, please contact directly.

Accommodation

HOTELS

Premier Inn

A: Holes Bay Road, Poole, BH15 2BD

T: 0871 527 8892

W: www.premierinn.com

Universally accessible. 6 accessible rooms, all located on the ground floor. 4 of the rooms have lowered baths with wall mounted grab rails and the other 2 have wheel in showers with wall mounted grab rails.

Premier Inn

A: Cabot Lane, Poole, Dorset, BH17 7DA

T: 0871 529 8894

W: www.premierinn.com

Universally accessible. 7 accessible rooms, all located on the ground floor. The room ensembles have lowered baths and wall mounted grab rails.

Travelodge Poole

A: Lifeboat Quay, Holes Bay Road, Poole, Dorset BH15 1LS

T: 08715 591880

W: www.travelodge.co.uk/hotels/602/Poole-hotel

Brand new hotel for 2016. 2 accessible rooms on each floor, 8 accessible rooms in total.

Express by Holiday Inn

A: Walking Field Lane, Poole, BH15 1RZ

T: 01202 649222

W: www.hiexpool.co.uk

Full access for disabled visitors. One ground floor room with open plan shower for disabled access.

The Haven Hotel

A: Banks Road, Sandbanks, Poole, BH13 7QL

T: 0845 337 1550

W: www.fjbcollection.co.uk

Although not specifically designed for disabled users, this 4 star hotel provides a suite with a walk in shower and rooms with hand

rails for the bath. Please contact the hotel for more information or visit www.fjbhotels.co.uk

The Thistle Hotel

A: The Quay, Poole, BH15 1HD

T: 01202 666800

W: www.thistle.com

There are 70 bedrooms at this hotel; one on the ground floor may be suitable for ambulant disabled guests who prefer to use a bath. Details of the room are provided further on. There is currently no unisex designated accessible public WC at this hotel. The existing cubicles may only be suitable for ambulant wheelchair users. Contact hotel to discuss the options available, staff will provide assistance to those who need it.

Hotel Collingwood

A: 11 Priory Road, West Cliff, Bournemouth, BH2 5DF

T: 0843 308 8467

W: www.hotel-collingwood.co.uk

Two wheelchair friendly bedrooms, one double and one twin, with hand rails and walk in showers available.

The Riviera Hotel

A: Burnaby Road, Alum Chine, Bournemouth, BH4 8JF

T: 01202 763 653

W: www.rivierabournemouth.co.uk

Wheelchair accessible with a lift available, 1 disabled family room which includes a wet room.

GUEST HOUSES

Please do not hesitate to contact the accommodation providers directly or Poole Tourist Information on 01202 262600 with your requirements, and we can help advise you on the most suitable accommodation for your needs.

SELF CATERING

Green Island Holiday Trust

A: Huish House, Winterborne Zelstone, Blandford, Dorset DT11 9ES

T: 01202 375006

E: organiser@greenislandholidaytrust.com

W: www.greenislandholidaytrust.com

Week long holidays on a 350 acre estate on the edge of Poole Harbour with full disabled facilities. One to one carers provided. Priority is given to Dorset and Hampshire residents.

Livability Holton Lee Centre

A: Holton Lee, Holton Heath, Poole, Dorset BH16 6JN

T: 01202 625562

E: info.holtonlee@livability.org.uk

W: www.holtonlee.org

Woodland and Gateway Cottages are situated in the grounds of Livability Holton Lee, and are set within 350 acres of diverse landscape overlooking the shores of Poole Harbour towards the Purbeck Hills. Two cottages available, Gateway Cottage and Woodland Cottage, providing short stay self-catering accommodation. Both Gateway Cottage and Woodland Cottage can accommodate up to 8 people and are equipped with fully accessible wet rooms. For more information on Livability Holton Lee facilities please contact smasterman.holtonlee@livability.org.uk or telephone 01202 625562.

Ellwood Cottages

A: Woolland, Blandford Forum, Dorset, DT11 0ES

T: 01258 818 196

E: admin@ellwoodcottages.co.uk

W: www.ellwoodcottages.co.uk

Located in the heart of beautiful rural Dorset in the peaceful hamlet of Woolland, Ellwood Cottages are outstanding conversions of three traditionally built barns, in a courtyard setting. Stay in superbly equipped and tastefully furnished 4 star self-catering cottages each named after Dorset literary figures, Hardy, Barnes and Blyton. The wheelchair-accessible cottages have been lovingly restored to provide comfortable, tastefully furnished, year-round, single storey self catering holiday accommodation for disabled people, their families, friends and carers.

The Farmhouse

A: Middle Bere Farm, Arne

T: 0344 335 1287(National Trust Holiday Booking Office)

W: www.nationaltrustcottages.co.uk

Cottage for up to 6 people near Arne Bird Sanctuary. Entrance level 42". Lounge, dining room and kitchen on ground level. Adapted shower room with lavatory. Accessible for ambulant disabled people. 4 bedrooms, 1 Twin, 1 Double and 2 singles and bathroom upstairs.

Accessible Holiday Accommodation (AHA)

Wheelchair accessible self catering bungalow in Christchurch, Dorset

W: www.31aha.co.uk

Number 31 is a self-catering wheelchair accessible bungalow. Ceiling hoists in bedroom and bathroom, wheel in shower, Clos-o-mat loo, low level kitchen, large garden and patio.

BOD

A: 69 Boscombe Overcliff Drive, Bournemouth, BH5 2EJ

T: 01202 423 046

M: 07866 424652

E: admin@bodbournemouth.co.uk

W: www.bodbournemouth.co.uk

BOD is a holiday flat for people with disabilities and their families, situated on the cliff top in Bournemouth, Dorset. The ground floor flat has been converted specifically so that it is fully accessible for wheelchairs and other disabilities. There are no steps and all doors have at least a 750mm opening. Light switches are at 1100mm and a large number of electrical sockets are at accessible height. Door handles are at 860mm and are lever type. All showers are wet-room style and shower seats are provided in the two en-suite rooms. The flat has gas fired central heating.

CAMPSITES

Rockley Park (Holiday Homes Trust)

A: Napier Road, Hamworthy, Poole BH15 4LZ

T: 0333 202 5250

W: www.holidayhomestrust.org

We have a number of different holiday homes available for our guests with limited accessibility. They are available in two types - both include a TV, microwave and fridge, gas fire in lounge, sliding internal doors and a trapeze lift handle. Specialist advisors on hand to help with enquiries and help you choose a caravan to best suit your needs. Please call 0333 202 5256 to speak to a specialist advisor.

Rockley Park - Scout Holiday Homes Trust Caravan

T: 020 8433 7100

W: www.holidayhomestrust.org/where-you-can-stay-with-us/

E: scout.holiday.homes@scouts.org.uk

The caravan has two twin bedrooms. The larger one has ceiling pulleys and there is a double pull-out-bed in the lounge area. The bathroom is a wet room. The caravan is double glazed and has central heating throughout. There is also a gas fire in the lounge.

Wareham Forest Tourist Park

A: North Trigon, BH20 7NZ

T: 01929 551393

W: www.warehamforest.co.uk

E: holiday@warehamforest.co.uk

Level access throughout the park with modern, fully accessible washroom facilities.

Sandford Holiday Park

A: Holton Heath, Poole, BH16 6JZ

T: 0844 335 3450

W: www.parkdeanholidays.co.uk

Sandford has 3 wheelchair friendly caravans, all 2 bedrooms, available on site. Sturminster wheelchair friendly caravan is brand new for 2016 and is fully equipped with an access ramp, wider sliding internal doors, wider corridors and a spacious wet room style bathroom. Bulbury wheelchair friendly caravan is fully equipped with an access ramp, wider sliding internal doors, wider corridors and a spacious bathroom with hand rails, there is a step into the shower. Gillingham wheelchair friendly caravan has accessible doorways, sliding internal doors, toilet grab rails and a raised base, shower with a fold down seat and a slight step into the shower.

South Lytchett Manor Camping and Caravan Park

A: Lytchett Minster, Poole BH16 6JB

T: 01202 622577

W: www.southlytchettmanor.co.uk

Just three miles from Poole in the pretty Dorset countryside, South Lytchett Manor is an ideal base for exploring outstanding local beauty spots, places of historic interest and a wide variety of nearby family attractions. Awarded Grade 1 for mobility and hearing in the National Accessible Awards. Contact South Lytchett Manor directly with any queries and they will be more than willing to help.

The following campsites also have disabled facilities; please call directly for specific requirements:

Wilksworth Farm Caravan Park

A: Cranborne Road, Wimborne, BH21 4HW

T: 01202 885467

W: www.wilksworthfarmcaravanpark.co.uk

E: info@wilksworthfarmcaravanpark.co.uk

Springfield Touring Park

A: Candys Lane, Corfe Mullen, BH21 3EF

T: 01202 881719

W: www.springfieldtouringpark.co.uk

E: stay@springfieldtouringpark.co.uk

Beacon Hill Touring Park

A: Blandford Road North, Poole BH16 6AB

T: 01202 631631

W: www.beaconhilltouringpark.co.uk

E: bookings@beaconhilltouringpark.co.uk

TRANSPORT

TAXIS:

The firms below all have wheelchair accessible vehicles.

PRC Streamline Taxis (01202)
373737

Dial-a-Cab (01202) 666822

Able Taxis 07851 724 821

Total Mobility 07745 602 059

Liberty Cars Poole 01202
748819

Fares for these larger vehicles are exactly the same as the ordinary saloon car taxis used elsewhere in the town.

BUSES:

Route ONE is the handy town centre loop bus and is ideal for visitors to Poole. The distinctive sky blue buses run every 15 minutes on a simple route linking the bus/rail stations and car parks with the High Street, Quay, Dolphin Shopping Centre and even the Hospital. All the buses have a flat, step free entrance and space for one wheelchair. There are bargain fares on this bus. It's £1.00 for a single trip anywhere on Route One or £1.80 for a ticket to ride all day. Pick up a timetable at Poole Tourist Information or visit www.morebus.co.uk

Poole Dial-a-Bus

T: For further information contact the Community Transport Officer on 01202 262000

- Operates Monday to Saturday.
- You may have three Dial-a-Bus bookings on our system at a time.
- You will be collected from your home from 10.45am onwards.
- You will arrive in Poole by 12pm.
- The Dial-a-Bus stops at Shopmobility and the Dolphin Shopping Centre on all six days. You may also opt to get off at Asda on Mondays and Sainsbury's Tuesday to Saturday.
- You will have approximately 2 hours shopping time..
- All vehicles are fully accessible and can accommodate your shopping trolley as well as mobility equipment such as a zimmer frame/rollator or wheelchair.
- Subject to assessment you may travel whilst seated in your wheelchair.
- Able to book up to the day before you travel
- Mobility scooters are not permitted on Dial-a-Bus for safety reasons.

English National Concessionary Travel (Bus Pass) Scheme

Older people or those with certain disabilities who are permanent residents of Poole are eligible for a bus pass. The connect scheme allows travel free of charge after 9.30am till 11:00pm from Monday – Friday and anytime weekends and bank holidays. Blind/Partially

sighted card holders have no restrictions, they can travel anytime with the connect scheme.

Apply Online at www.boroughofpoole.com or pick one up from most libraries. Alternatively you can request one to be sent by email by phoning, 01202 634249

Visitors to Poole can use their English National Concessionary Travel (ENCT) bus pass from other areas in England to travel on Wilts and Dorset buses including Route One, Yellow Buses, First and Damory Coaches.

Traveline

W: www.travelinesw.com

E: info@travelinesw.com

T: 0871 200 22 33

Traveline provide a website and telephone service in partnership with transport operators and local authorities to link together different operators and modes of transportation to get you to your destination.

Getting About

www.gettingabout.co.uk

For the latest travel information. There is also a Getting About ticket which costs £5.80 a day for adults, £3.60 a day for young persons and £14.00 for a group of 2 adults and 2 children. This gives you unlimited travel on bus services across Poole, Bournemouth and Christchurch. Just ask the bus driver for the ticket.

Wilts & Dorset Bus Company

T: 01202 338420

W: www.morebus.co.uk

Wilts & Dorset Bus Company operates modern, low-floor easy access buses on the majority of their routes in the area. The buses have space for at least one wheelchair. They also have built-in ramps to enable wheelchair access directly onto the bus. Assistance dogs are accepted on all routes and are carried free of charge. Drivers are always happy to assist.

Yellow Buses

T: 01202 636110

E: wecanhelp@yellowbuses.co.uk

W: www.bybus.co.uk

Low floor buses provided, assistance dogs permitted.

First Buses

T: 0870 010 6022

W: www.firstgroup.com

First operate the award winning Jurassic Coast Line buses from Poole to Exeter via Weymouth, Bridport, Lyme Regis, Seaton and Sidmouth using an accessible bus. All recognised assistance animals are permitted to travel on any First bus for free.

TRAINS:

Poole Railway Station has accessible doorways and seats for people with disabilities. The platforms are level on both sides with a ramp to the subway to reach other platforms, but there is sometimes a wide gap between trains and the platform edge. Station staff is available for assistance.

Disabled persons Railcard

The Disabled Persons Railcard is available to disabled adults and children. The Railcard allows you and an adult companion with you to save 1/3 on Standard and First Class rail fares throughout Great Britain for a whole year or 3 whole years.

South West Trains

T: 0345 6000 650 (option 4)

W: www.southwesttrains.co.uk

All trains have at least one dedicated wheelchair space; most trains will have at least two dedicated wheelchair spaces per train. Portable ramps are available on most trains and stations to assist you on and off trains. A new passenger assisted travel booking system is in place which operates across the National Rail network. To make an assisted travel booking, contact 0800 52 82 100 (Freephone).

A textphone facility is available free on 0800 6920 792 for information on South West Trains' services.

Please note powered scooters vary greatly in size, weight and manoeuvrability. Therefore for safety reasons all scooters must be assessed and issued with a South West Trains Scooter Card before

travel. Please contact the Customer Service Centre on 0845 6000 650 for application details or visit the website www.southwesttrains.co.uk.

FERRIES:

There are two ferry services operating from Poole.

Condor Ferries

T: 0845 609 1024

W: www.condorferries.co.uk

Condor Ferries run from Poole to the Channel Islands & St Malo (seasonal). Passengers who require assistance must inform Condor at the time of booking or at least 2 working days before you travel. Disabled passengers or those with reduced mobility must request seating in one of the wheelchair positions. Certified sensing dogs permitted in passenger areas. **Please advise when booking if assistance is required with embarkation.**

Brittany Ferries

T: 0330 159 7000

W: www.brittany-ferries.co.uk

Brittany Ferries run from Poole to Cherbourg. There is full access to the terminal and ship and a lift on board provides access to all amenities. Disabled toilets are available at the Poole ferry terminal and on the ship itself. **Assistance Dogs are allowed only if accompanied with a valid passport. Please advise the company of special requirements at time of booking.**

COACHES:

National Express

T: 08717 818179 (Assisted Travel Team)

E: DPTH@nationalexpress.com

W: www.nationalexpress.com

Poole has excellent long distance coach links. **National Express** operates from Poole Bus Station to London Victoria, Heathrow, Gatwick, the West Country, Sussex Coast, Bristol, the Midlands and the North. Where special assistance is required National Express will always try to help. They operate an 'Additional Needs' Helpline to request information and assistance. Folding wheelchairs can be carried providing no less than 24 hours notice has been given. All wheelchairs must be capable of being stored within the luggage

hold and must weigh no more than 23kgs. Wheelchair accessible coaches do have an extra large entrance, a lift to aid passengers onto the coach and flat flooring throughout the coach. Some wheelchairs may not be able to be carried due to important safety reasons, so please do check with the National Express 'Additional Needs' helpline before booking. We will accept assistance dogs trained by one of the following organisations which are members of Assistance Dogs UK: Guide dogs for the Blind, Hearing Dogs for Deaf People, Dogs for the Disabled, Support Dogs, and Canine Partners for Independence. Discount on fares available with those who have a Disabled Coachcard, save 1/3 off standard fares at any time.

PARKING:

The nearest car park to Poole Quay is the Quay Visitors Car Park, Castle Street/Old Orchard, Poole, BH15 1SB. This is a multi story car park with 550 spaces and 6 designated spaces for disabled use.

NB. There are disabled spaces available on Poole Quay, in front of the Custom House (near Thames St) and opposite the Thistle Hotel, offering free parking for up to 3 hours. Please ask at the Welcome Centre for a free town centre map.

Please note if you have a tax exempt blue badge you need to pre register with the Borough of Poole, this takes effect 24 hours after registration. The telephone number you need is 01202 634240.

Please Note: Closure of Poole Quay Parking spaces 3 Jan-13 April 2017

The Disabled Bay spaces on Poole Quay opposite the [Thistle Hotel](#) will be closed 3rd of January to 13th April 2017.

[Poole Harbour Commissioners](#)  is completing the second phase of the sea defence work to strengthen the harbour wall which means that a closure of the parking spaces is required. Details of roadworks are published details via an on line map <https://poole.roadworks.org/>

CONTACTS

Dorset Health Helpline: 111

NHS Direct: For emergency medical advice 111

Boscombe and Springbourne Health Centre

A: 66-68 Palmerston Road, Bournemouth, BH1 4JT

T: 01202 720174

Open Saturdays & Sundays only, 8am – 7:45pm

Poole Hospital NHS Trust: For accident & emergency

A: Longfleet Road, Poole BH15 2JB

T: 01202 665511

Local Doctors Surgery

The Adam Practice

A: 117 Longfleet Road, Poole, BH15 2HX

T: 01202 676111

Poole Town Surgery

A: 36 Parkstone Road, Poole, BH15 2PG

T: 01202 670111

Chemists

Boots

Dolphin Shopping Centre,
Poole

T: 01202 681 377

Lilliput Pharmacy

Lilliput Medical Centre, Elms
Avenue, BH14 8EE

T: 01202 731331

Rowlands Pharmacy

138 High Street, Poole, BH15
1DN

T: 01202 677 662

Rowlands Pharmacy

14 Parkstone Road, BH15 2PG
T: 01202 677932

Boots Chemist

300 Blandford Road,
Hamworthy BH15 4JQ

T: 01202 678 001

**Asda Pharmacy, Asda
Superstore**

West Quay Road, Poole, BH15
1JQ

T: 01202 207 010

Holiday Dialysis Centre:

A: K.C. Holiday Dialysis Centre, 35 Southwood Avenue, Bournemouth BH6 3QB

T: 01202 422311

W: www.kcdialysiscentre.com

Citizens Advice Bureau:

A: Beech House, 28-30 Wimborne Road Poole BH15 2BU

T: 24 hour advice line (recorded) 0344 245 1291

Adult Social Care (Blue Badges)

A: Blue Badge Team, Adult Social Care, Room 1, Civic Centre, Poole BH15 2RU

T: 01202 633605

Dorset County Association for the Blind:

A: 17 Bournemouth Road, Poole, BH15 0EF

T: 01202 712865

Radar: Disability Rights UK – (Radar Keys available from Poole Tourist Information)

A: Ground Floor, CAN Mezzanine, 49-51 East Road N1 6AH

T: 020 7250 8191 W: www.disabilityrightsuk.org

E: enquiries@disabilityrightsuk.org

Wheelchair/Equipment Hire

Wheels for Freedom is an independent registered charity dedicated to giving freedom of movement to those with a walking disability. The service is located on the ground floor of the Kingland Road Multi-storey car park. Please book in advance by calling 01202 661770. Poole Shopmobility service is open Monday – Thursday, 9:45am – 3:45pm and occasional Saturdays.

T: 01202 661 770

W: www.pooleshopmobility.org.uk

E: ross@pooleshopmobility.org.uk

Beach Wheelchairs – ‘Landease’ beach accessible wheelchairs available to hire on Sandbanks Beach, free of charge but a

deposit of £25 is required. Please book at least 24 hours' in advance – Tel: 01202 708 181

British Red Cross

A: 1 Albany Business Park, Cabot Lane, Poole BH17 7BX

T: 01202 699453 (Mon – Thur : 10am – 1pm and Friday : 10am – 3pm)

Keep Able – Hearing and Mobility Store

A: 91 Poole Road, Westbourne, Bournemouth BH4 9BB

T: 01202 540 852.

Dorset Nursing Supplies

A: Unit 4a, Wilverley Road, Christchurch BH23 3RU

T: 01202 425070

The Mobility Shop

A: 309 Ashley Road, Poole

T: 01202 738747

Southcoast Mobility

A: 61 Ashley Road

Bournemouth

BH1 4LG

T: 01202 399919

Last edited by Poole Tourism 23/11/2016

While considerable care has been taken in the research of the information for this guide, details are subject to change. It is always advisable to check the information before use, as there are varying degrees of disability and specific requirements should be made clear in advance. We hope you find this guide useful and welcome any comments/feedback you may have to improve it.