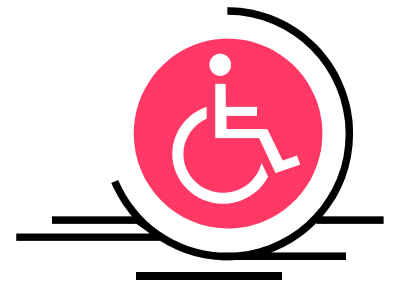




POOLE ACCESS GUIDE



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 and providing excellent customer service to enable everyone to experience the beautiful destination that is Poole.

Welcome to Poole!

Located on the beautiful South coast, Poole is a large coastal town home to Europe's largest natural harbour and stunning blue flag beaches.

Poole is rich in history and the beautiful "Old Town" remains largely unchanged. From the cobbled streets to the striking Georgian mansions, it offers visitors a truly unique experience.

Poole's historic Quayside is a working port with a wonderful mix of attractions, shops and waterfront restaurants. Look out for tall ships, fishing boats and luxury Sunseeker powerboats. With a bustling atmosphere and a packed summer events programme, Poole Quay is the perfect destination for all to enjoy.

Poole's town centre is the perfect shopping destination with a mix of top high street brands and independent retailers. The recently refurbished Dolphin Shopping Centre offers the very best in fashion, lifestyle, gifts and homewares.

Poole's stunning resort beaches stretch across 3 miles of golden sands and clean clear waters. Sandbanks beach has been awarded the prestigious Blue Flag award for a consecutive 31 years and is considered one of the best beaches in Britain.

The Poole Access Guide has been created to assist visitors of all abilities. To make the most of your holiday in Poole, we strongly advise that you check information in advance to ensure your specific needs can be met.

Tel: 01202 262600

E: info@pooletourism.com

W: www.pooletourism.com

We look forward to welcoming you.

Poole Tourism

Poole Accommodation

Poole has a fantastic collection of hotels, B&B's, self catering properties and camping and caravanning sites. The accommodations listed below are detailed as having accessible facilities. We highly recommend contacting the accommodation providers directly before booking, to confirm they can cater for your specific needs.

Hotels

Sandbanks Hotel – FJB Collection

A: 15 Banks Road, Poole, BH13 7PS

T: 0800 48 400 48

W: www.fjbcollection.co.uk

Harbour Heights Hotel – FJB Collection

A: 73 Haven Road, Poole, BH13 7LW

T: 0800 48 400 48

W: www.fjbcollection.co.uk

The Haven Hotel – FJB Collection

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

T: 0800 48 400 48

W: www.fjbcollection.co.uk

The Thistle Hotel

A: Poole Quay, Poole, BH15 1HD

T: 0207 523 5066

W: www.thistle.com

Hotel Du Vin Poole

A: Thames Street, Poole, BH15 1JN

T: 01305 819 027

W: www.hotelduvin.com

The Riviera Hotel and Holiday Apartments

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

T: 01202 763 653

W: www.rivierabournemouth.co.uk

Guest Houses

Cranborne House

A: 45 Shaftesbury Road, Poole BH15 2LU

T: 01202 685 200

W: www.cranborne-house.co.uk

Acorns Guest House

A: 264 Wimborne Road, Poole, BH15 3EF

T: 01202 672 901

W: www.acornguesthouse.co.uk

Sarnia Cherie

A: 375 Blandford Road, Poole, BH15 4JL

T: 01202 679 470

W: www.sarniacherie.co.uk

Honey Lodge

A: 41 Dunyeats Road, Broadstone, BH18 8AB

T: 01202 694 247

W: www.honeylodge.co.uk

Camping & Caravanning Sites

Rockley Park Holiday Park

A: Napier Road, Poole, BH15 4LZ

T: 0333 202 5250

W: www.haven.com

Birchwood Touring Park

A: Bere Road, Wareham, BH20 7PA

T: 01929 554 763

W: www.birchwoodtouristpark.co.uk

Wareham Forest Tourist Park

A: North Trigon, Wareham, BH20 7NZ

T: 01929 551 393

W: www.warehamforest.co.uk

Sandford Holiday Park

A: Holton Heath, Poole, BH16 6JZ

T: 0333 207 6965

W: www.parkdeanresorts.co.uk

South Lytchett Manor Camping and Caravan Park

A: Lytchett Minster, Poole BH16 6JB

T: 01202 622 577

W: www.southlytchettmanor.co.uk

Springfield Touring Park

A: Candys Lane, Corfe Mullen, BH21 3EF

T: 01202 881 719

W: www.springfieldtouringpark.co.uk

For details on individual Self Catering Apartments in Poole, please visit the [self-catering section](#) of pooletourism.com

Attractions

Poole's Beaches

Britain's best beaches: Three miles of golden sands, clean clear waters and contemporary waterside bars and restaurants.

Glorious beaches – Five sheltered beaches, including Sandbanks - winner of more Blue Flags than any UK resort - with soft golden sands, raked and cleaned all year round.

Safe for all - zones for swimmers and windsurfers with lifeguard patrols and 'Baywatch' towers to ensure a safe, fun, relaxing time. Wardens regularly patrol seafront areas throughout the year.

Enjoy year round - Enjoy the beach whatever the weather... watersports, a winter walk, or just experience the views from one of the beachside restaurants, the perfect place to watch the world go by.

Beach Accessible Wheelchairs - We have 5 beach accessible wheelchairs available for wheelchair users; 3 of them can be used in the sea.

We do not operate a booking service for the wheelchairs. These are on a first come, first served basis. They are available from Sandbanks, Shore Road and Branksome Chine beach offices 9.30am to 4.30pm, from May to September. You will have to pay a £50 cash deposit.

Sandbanks beach has Mobi-Mats to help wheelchair users move easily from the promenade onto the sand and closer to the sea. These are available between Easter and September.

Beach Huts to Hire - Beach huts are available to hire at all locations - a perfect base when visiting Poole's award-winning beaches. Available to hire on a weekly basis April - September and for longer lets of six months in the winter. Perfect for visitors and residents to enjoy all year round.

Sandbanks Beach Office

A: Banks Road, Poole, BH13 7QQ

E: beachoffice@bcpcouncil.gov.uk

T: 01202 708 181

Poole Park

A: Poole, BH15 2SF

If you're looking for the tranquillity of a beautiful parkland greenspace but without a long trek from the town, Poole Park might just be your perfect retreat. This large park borders Poole town's magnificent harbour and is open all year-round all day. Poole Park lake is at the centre and is surrounded by facilities such as tennis courts, bowling green, children's indoor and outdoor play areas, or try the fitness trail. Poole Park has been awarded the prestigious Green Flag Award for being one of the most beautiful open spaces in the UK. There are 3 free car parks within the park and you can also park free on the roads within Poole Park. Each car park operates parking time limits; please observe signage in the park.

Poole Museum

A: 4 High Street, Poole, BH15 1BW

T: 01202 262600

W: www.poolemuseum.co.uk

E: museums@bcpcouncil.gov.uk

Poole Museum aims to be as accessible as possible for everyone in a historic building – Poole Museum is set within Victorian quayside warehouse. There is level access to the entrance of Poole Museum,

where committed staff at reception and throughout the museum are happy to help you.

Poole Museum is accessible for wheelchair and mobility scooter users. Manual wheelchairs are available for visitors to use, subject to availability. The Museum has lift access to all the galleries; the lift announces each gallery level. There is ample seating throughout the museum; including chairs with arms. An accessible toilet is located on the third gallery. Assistance dogs are welcome.

The nearest car park is Quay Visitors multi-story, Strand Street BH15 1SB. There is one accessible parking bay on the lower high street or further accessible parking bays on the Quay, with a blue badge parking is free for up to 3 hours.

Brownsea Island, via ferry from Poole Quay and Sandbanks

T: 01202 707744

W: www.nationaltrust.org.uk/brownsea-island

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.

Brownsea Seahorse is a wheelchair accessible boat operated from Sandbanks. Brownsea Seahorse sails on set days (tide determined). Booking is essential, please contact reception, telephone number above & option 8.

Electric buggy tours for the less mobile Mar-Nov, booking essential. Free terrain wheelchairs are available from the visitor reception, pre-booking advised. Staff at the Visitor Reception can advise on best paths for wheelchair users. Large print maps of the island available.

Hearing loops are installed at the Visitor Reception, Shop and Visitor Centre.

Assistance dogs welcomed and should be clearly identifiable.

How to get to Brownsea Island?

Brownsea Seahorse

T: 01202 707744

E: brownseaisland@nationaltrust.org.uk

W: www.nationaltrust.org.uk/brownsea-island

The National Trust's Seahorse landing craft can transport visitors using wheelchairs, quickly and safely to the island. Pick up location is from the Sandbanks Yacht Company (near Sandbanks Jetty) and it's an easy 10 minute journey to the island. The service is tide and weather dependant, to check sailing times and prices please visit the website or call in advance.

Brownsea Island Ferries

From Poole Quay: Yellow Kiosk, BH15 1HJ

From Sandbanks: Yellow Kiosk, BH13 7QN

T: 01929 462383

W: www.brownseaislandferries.com

Sightseeing cruises available: Brownsea & Around the Islands, Old Harry, Swanage Bay & the Jurassic Coast, Wareham River Cruise, Bournemouth Air Show and Firework Cruises.

Greenslades Pleasure Boats

From Poole Quay: Orange Kiosk, BH15 1HJ

T: 01202 669955

E: info@greensladepleasureboats.co.uk

W: www.greensladepleasureboats.co.uk

Sightseeing cruises available: Brownsea Island, Poole Harbour Cruise, Wareham River Cruise, Coastal Cruise, Birdwatching Cruise, Bournemouth Air Show and Firework Cruises.

Safe Wheelchair Access On-board

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.

Please contact the ferry operators directly, for further information and if you have any questions regarding accessibility.

City Cruises Poole

T: 020 77 400 400

E: poolesales@citycruises.com

W: www.citycruisespoole.com

Sightseeing cruises available: Harbour Islands Circular Cruise, Afternoon Tea Cruise, Poole Jurassic Circular Cruise, Poole to Swanage Return, Sea Train Adventure, Wareham Evening Cruise, Harbour Lights Cruise, Bird Watching Cruise, Bournemouth Air Show and Firework Cruises.

A small amount of mobility will be required; it will require customers to be able to walk a short distance across the gangway. For further information on access please contact City Cruises Poole in advance.

Birds of Poole Harbour

19 Enefco House, Poole Quay, BH15 1HJ

T: 01202 641 003

W: www.birdsofpooleharbour.co.uk

Birds of Poole Harbour are a charity completely dedicated to the profile of bird **CONSERVATION**, **PRESERVATION** and **OBSERVATION** in and around Poole Harbour. From local schools, passionate residents and intrigued tourists 'Birds of Poole Harbour' offers a unique learning opportunity to a large audience. Birds of Poole Harbour HQ opened its doors in 2018 with a central Quayside location. The HQ is a focal point for the charity's work around the harbour as well as an information rich information hub for visitors to explore and learn about the harbour and its birds.

RNLI College Discovery Tours

A: West Quay Road, Poole, BH15 1HZ

T: 01202 336 141

E: tours@rnli.org.uk

W: www.rnli.org/rnli-college/whats-on/discovery-tour

Find out how our crews and lifeguards are trained with a behind the scenes 90 minute tour of the RNLI College. Conducted by our

dedicated volunteer tour guides, tours cost just £7.50 per person or are free to College residents.

Tours take place daily Monday to Saturday at either 11am or 2.30pm (subject to volunteer availability). Booking in advance is necessary. Please contact reception to book your place on the College Discovery Tour.

The building is designed to be fully accessible to all guests and we have two lifts located at the reception for easy access to each floor. Tours are 90 minutes long and there is a considerable amount of walking involved. If any guests will be using a mobility aid on the day, please make us aware in advance so that we can allow sufficient volunteer tour guide support.

Dolphin Shopping Centre

A: Poole, BH15 1SZ

T: 01202 673 906

W: www.dolphinshoppingcentre.co.uk

Dolphin Shopping Centre is home to a fantastic selection of leading high-street brands and independent and specialist retailers. Shoppers have access to over 80 stores which offer the very best in fashion, lifestyle, gifts and homewares.

Dolphin Shopping Centre's mission is to be as accessible as possible. There are plenty of disabled parking bays available around the shopping centre. There are 35 spaces located in the Dolphin Shopping Centre car park on levels B, E and F. Along the service road there are 15 parking spaces which allow easy access to the bus station and the shopping centre. Under Towngate Bridge there are a further 14 parking spaces where you can access the shopping centre from Falkland Square.

The Shopmobility scheme helps those who are less mobile to shop and get around the Dolphin Shopping Centre with ease.

Shopmobility Scheme

T: 01202 661 770 website: www.wheelsforfreedom.org.uk/

Shopmobility offers access to power-chairs, scooters and hand-propelled wheelchairs. Shopmobility can be found in the Dolphin Shopping Centre car park. Open Monday-Thursday 9:45am-3:45pm. Booking is essential; please contact Shopmobility directly with any enquiries.

Upton Country Park

A: Poole, BH17 7BJ

T: 01202 262 753

E: uptoncountrypark@bcpcouncil.gov.uk

W: www.uptoncountrypark.com

Upton Country Park in Poole has over 140 acres of beautiful award-winning gardens, open parkland, woodland and shoreline, with stunning Georgian Grade II* listed Upton House as the centrepiece. Something for everyone to enjoy, whatever the season, so come along and see what has made Upton Country Park one of Poole's premier attractions!

The Park has a network of hard-surfaced wheelchair friendly footpaths. There are several kissing gates throughout the estate; each is accessible with a RADAR key. Accessible toilets are located in the car park and by the Tea Rooms (RADAR key). A lift from the Tea Rooms takes users to 'The Gallery Upstairs' art gallery on the first floor. Access to Upton House ground floor includes entrance/exit ramps and toilet facilities. The Education Centre is access via a wheelchair friendly ramp.

Compton Acres

A: 164 Canford Cliffs Road, Poole, BH13 7ES

T: 01202 700 778

W: www.comptonacres.co.uk

Compton Acres is one of the finest privately owned gardens in the South of England. Having undergone extensive refurbishment in the past 10 years Compton Acres is now highly regarded as one of the most important historic gardens in the UK.

The gardens are laid out on a circular route, like clusters of jewels on a sparkling necklace, allowing the visitor to discover each garden in turn. Highlights include the Grand Italian Garden, a Rock and Water Garden, a Heather Garden and an authentic Japanese Garden which was designed and built by a Japanese architect with many ornaments imported from Japan. There is surprise, beauty and interest at every turn at Compton Acres.

The majority of our gardens are wheelchair accessible with paths and ramps. However, some areas of our gardens are relatively steep, so, whilst accessible by wheelchair, assistance may be needed by someone with adequate strength. Our friendly gardeners can be on hand to help if required. Dogs are allowed in both the gardens and our café and tearooms. However, we do ask

that visitors kindly respect the space of other visitors and keep the dogs close to your own vicinity. As such, retractable leads are not allowed. Free car parking is available at Compton Acres in our refurbished car park.

Poole Stadium - Greyhound Racing

A: Stadium Way, Wimborne Road, Poole, BH15 2BP

T: 01202 677 449

E: info@poolegreyhounds.com

W: www.poolegreyhounds.com

Greyhound racing 52 weeks of the year. Greyhound racing takes place every Tuesday, Saturday and Sunday evening.

Wheelchairs can be accommodated both in our Restaurant and on our ground floor, with a ramp leading to the entrance. A lift is available and there are disabled toilets situated on both levels of the stadium.

Farmer Palmers

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

T: 01202 622 022

E: shop@farmerpalmers.co.uk

W: www.farmerpalmers.co.uk

Farmer Palmer's is the fabulous Farm Park where young adventurers can frankly 'let their hair down' without older children around to stifle their enjoyment!

Designed specifically for children eight years and under, it is a day-full of entertainment and represents great value for money.

Spanning across 30 Acres with surrounding fields of countryside, you can have an active or relaxed time with us. Customers spend a minimum of 4 hours with us to enjoy all that Farmer Palmer's has to offer however a lot of people spend all day with us. Due to the natural environment, there are some surfaces around the park that are raised and uneven. We do offer the use of a wheelchair on site, available in our shop when you visit. There are also disabled parking spaces, discounted entry, disabled access toilets and a ramp entrance to our restaurant.

Lemur Landings Soft Play

A: Tower Park, Poole, BH12 4NY

T: 01202 740 500

E: play@lemurlandings.co.uk

W: www.lemurlandings.co.uk

Multi award-winning children's entertainment centre, Lemur Landings is one of the biggest and best play centres in Dorset. We're passionate about play and children being able to be active in a safe, fun and stimulating environment, so come and explore, leap, run, climb and play the day away!

Lemur Landings has a platform accessibility lift and disabled toilet. We have taken every measure to ensure that our centre is accessible for disabled visitors; however, it is the responsibility of the parent/guardian to deem the suitability of our play equipment for the needs of their child/children.

Cineworld

A: Tower Park, Yarrow Road, BH12 4NY

T: 0330 333 4444

W: www.cineworld.co.uk/cinemas/poole

At Cineworld Cinemas, we are committed to offering maximum accessibility and we strive to provide facilities that meet the requirements of all our customers. If you need more details about disabled access please visit your local Cineworld Cinema or contact Customer Services.

Lighthouse – Poole's Centre for the Arts

A: Kingland Road, Poole, BH15 1UG

T: 01202 280 000

W: www.lighthousepoole.co.uk

Experience, explore, discover and join in with the arts at Lighthouse, Poole's Centre for the Arts

Located in the heart of Poole, Lighthouse welcomes thousands of visitors each year to experience a broad range of live events. The largest regional arts centre in the UK and home to the Bournemouth Symphony Orchestra. Lighthouse holds a symphonic concert hall, mid-scale theatre, small-scale studio theatre, independent cinema, art galleries and function rooms our audiences can discover and enjoy an extraordinary mix of art forms all under one roof.

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. Lighthouse has two visitor wheelchairs which are subject to availability, please ask at the ticket office. Assistance dogs welcome throughout the building and dog bowls are available from the Ticket Office. Lighthouse is a member of the national RADAR (disabled toilets) scheme. If you require access, but do not have a key then please speak to a member of staff who will be able to help you. There are disabled toilets on all floors. If you are unable to access the performance without support from a carer or personal assistant, we offer a complimentary ticket for your support companion, please contact the Ticket Office. Lighthouse hold relaxed performance events, enhanced to suit the needs of people with dementia. If you have any specific requirements please call the Ticket Office and the friendly staff will make sure that all the necessary arrangements are made to make your visit a good one.

Dolphin III

T: 01258 857 806

E: bookings@thefriendsofdolphin.co.uk

W: www.thefriendsofdolphin.co.uk

Dolphin was conceived as a special project by the Rotary Club of Parkstone in 1979 to celebrate the 75th anniversary of Rotary International. The aim was to provide a specially equipped sturdy, safe boat to give free pleasure trips to disabled persons of all ages and disabilities in Poole Harbour, one of the largest natural harbours in the world. Free trips are provided for disabled people, but early booking is essential to avoid disappointment. The maximum number of passengers that can be accommodated on each trip is 12; this number includes carers and any wheelchairs (either up to 6 manual or 4 powered wheelchairs). Please note that we do not allow mobility scooters on Dolphin. Only Assistance Dogs will be allowed on Dolphin.

Poole Sailability

T: 07935 068 532

E: poole.sailability@gmail.com

W: www.poolesailability.org.uk

Poole Sailability helps anyone with impaired health or disability to enjoy sailing in a friendly club environment on the beautiful waters of Poole Harbour. Previous sailing experience is not necessary. We aim to accommodate most disabilities, but you should be able to board a boat unaided, or with limited physical assistance. We can take groups of up to 12 individuals including carers. Join Poole Sailability for a free sailing session, bookings essential.

Knoticat

T: 07889 970 702

W: www.knoticatsailing.org/

Knoticat is a sailing catamaran, owned and operated for the last 17 years by the charity Sports Forum for the Disabled, with the aim of giving all disabled and carers the opportunity to sail and enjoy the beautiful waters in and around Poole Harbour.

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.

Knoticat has room to take up to seven passengers. She has two steering positions, one of which is low level for those in wheelchairs and a fully enclosed cabin with an accessible private toilet. Being a catamaran she provides a stable platform for anyone who is new to sailing. Booking is essential.

The Wheelyboat Trust

T: 01929 550 688

W: www.warehamboathire.co.uk/disabled-access-boat/

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. There is a 'Roll-On, Roll-Off' accessible flat deck providing access to all corners of the boat. There is an accessible helm or drive-from-wheelchair console allowing disabled people to drive the boat themselves. They can use as a trip boat or small ferry or for pleasure boating, angling and nature watching.

Leisure Centres

Dolphin Leisure Centre – Everyone Active

A: Kingland Road, BH15 1TN

T: 01202 677 217

The Poole (Dolphin) Leisure Centre offers you everything you could want from a leisure centre. Alongside the modern and well-equipped 60-station gym, we also offer a host of activities in our three pools. These comprise of a main pool, a teaching pool and a diving pool and in these you can enjoy our award-winning swimming lessons, diving lessons, casual swim and fitness sessions, too.

At this centre we provide the following facilities to make the centre accessible to everyone:

- Seven disabled parking bays
- Pool hoist
- Three dedicated changing rooms
- Three accessible showers
- Three disabled toilets

Ashdown Leisure Centre

A: Aadastral Road, Canford Heath, Poole, BH17 8RE

T: 01202 604 224

Whatever your favourite sport, Ashdown Leisure Centre is almost certain to have you covered. If you prefer outdoor sports, then you can enjoy a game of football on our full-size outdoor pitch, play basketball on one of our three courts, play tennis, or enjoy a game of netball. Head inside, and you can take advantage of our well-equipped gym with all the latest kit, try out some of our group fitness classes, or enjoy a variety of activities in our sports hall.

At this centre we provide the following facilities to make the centre accessible to everyone:

- Two disabled parking bays
- Two dedicated changing rooms
- Two accessible showers
- Two disabled toilets
- Two lifts

Rossmore Leisure Centre

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

T: 01202 738 787

Here at Rossmore Leisure Centre, we've got a host of activities for you to enjoy. As well as our pool, in which you can enjoy our award-winning swimming lessons, alongside other aquatic activities, you can also take part in a variety of group fitness classes and use our state-of-the-art gym. You can also enjoy a variety of sports and activities in our sports hall, while it also plays host to the OLGA Trampolining and Gymnastics Centre, for which sports it is a centre of excellence. Outside, there are also grass pitches, floodlit netball courts and a multi-use gaming area.

At this centre we provide the following facilities to make the centre accessible to everyone:

- Ten disabled parking bays
- Two pool hoist
- Accessible showers
- Three disabled toilets
- Wet and dry dedicated changing with beds and hoists

Public Conveniences

Radar Key

The National Key Scheme operated by the Royal Association for Disability Rights provides access to 9000 locked public toilets for disabled people around the UK.

A Radar Key can be purchased in person at:

- Poole Tourist Information, Poole Museum, 4 High Street, Poole BH15 1BW
- Main Reception, Civic Centre, Poole, BH15 2RU

Accessible toilets in Poole with Radar Key access:

Parks and Town Centre

Dolphin Quays

Baiter Park

Poole Quay (Watch Station)

The Ark (Poole Park)

West Gate (Poole Park)

Beaches

Branksome Chine Car Park
Branksome Dene Chine
Sandanks Pavilion
Shore Road
The Haven

Community Toilet Scheme

Poole also operates a community toilet scheme, where local businesses provide visitors access to their toilets.

Businesses who are signed up to community toilet scheme, will display a 'Use our Loo' sticker in their windows to show their facilities are available for public use during normal open hours.

Town Centre businesses with accessible toilets:

Lighthouse – Centre for the Arts
Poole Museum
Sainsbury's
The Spire
Slug and Lettuce

Car Parking

Blue Badge Parking - It is important to know how and where to use your badge, and what to do if you have any problems.

How to use your Blue Badge – The badge must:

- Only be used in the vehicle that the badge holder is travelling in
- be clearly displayed and visible through the windscreen, with the photo face-down
- Not be used by friends or relatives to run errands without the badge holder
- Be accompanied by a correctly set 'parking-clock' (provided with the badge) when parking on yellow lines, or where there is a time restriction. Unless a ban on loading or unloading is in force

Where to use your Blue Badge:

The badge is for on-street parking.

Off street car parks, supermarkets, hospitals, and privately owned roads, have separate rules and you should check the signs on display.

Serpentine Lane surface disabled car park, BH15 2BQ offers free parking for Blue Badge holder for up to 3 hours.

The scheme does not apply to BCP Council – Poole Town Centre and Quay car parks detailed below.

Town Centre Car Parks

Chapel Lane 1 and 2 Surface Car Park	Disabled Spaces: 10
Dolphin Shopping Centre Multi-Storey Car Park	Disabled Spaces: 41
High Street Shops Multi-Storey Car Park	Disabled Spaces: 4
New Orchard Surface Car Park	Disabled Spaces: 1
Seldown Surface Car Park	Disabled Spaces: 7
Shoppers 1 and 2 Multi-Storey Car Park	Disabled Spaces: 4
Supermarket Surface Car Park	Disabled Spaces: 12
Swimming Pool Surface Car Park	Disabled Spaces: 6

Poole Quay and Harbour Car Parks

Harbourside Park 1 Surface Car Park	Disabled Spaces: 4
Harbourside Park 2 Surface Car Park	Disabled Spaces: 4
Quay Visitors Multi-Storey Car Park	Disabled Spaces: 16

Other Poole Car Parks

Civic Centre Surface Car Park	Disabled Spaces: 2
Commercial Road Surface Car Park	Disabled Spaces: 2
Jubilee Road Surface Car Park	Disabled Spaces: 4
Newfoundland Drive, Baiter Skatepark Surface Car Park	Disabled Spaces: 2

Park Road Surface Car Park	Disabled Spaces: 4
Station Approach Surface Car Park	Disabled Spaces: 2
Story Lane Surface Car Park	Disabled Spaces: 2

For further information on car parking, please visit www.poole.gov.uk/parking/

Transport

Taxis

The companies below all have wheelchair accessible vehicles.

PRC Streamline Taxis - 01202 373 737. www.prcstreamline.co.uk

United Taxis - 01202 556 677. www.556677.com

Buses

If you are over the pension age or have qualifying disabilities, you are entitled to free, off-peak bus travel with a concessionary bus pass.

Morebus

T: 01202 338 420

W: www.morebus.co.uk

Morebus 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 welcome.

Yellow Buses

T: 01202 636 110

W: www.yellowbuses.co.uk

Low floor buses provided, assistance dogs permitted.

First Buses

T: 0345 646 0707

W: www.firstgroup.com/wessex-dorset-south-somerset

First operate the award winning Jurassic Coast Line buses from Poole. Assistance dogs are welcome and travel free on all First Buses. All First buses are built for easy-access, making it quicker and simpler for wheelchair users or people with pushchairs. With more bus stops now being adapted to be more accessible, it's never been easier to travel.

Poole Railway Station and Trains

Poole Railway Station has level access on both platforms. Interchange between platforms is via a ramped underpass at the London ends of the platform. There is an accessible toilet, accessed with a Radar Key, located in the Booking Hall. A Radar Key is available from station staff upon request.

South Western Railway

T: 0345 6000 650

W: www.southwesternrailway.com

If you need assistance navigating the station or a ramp to get on your train, our passenger assistance service can help. Whether you book assistance in advance or not, our teams are here to help. Booking in advance with our Assisted Travel service helps to ensure that we can have everything in place to help you. The national booking system operates across the National Rail network.

Assisted Travel Phone: 0800 5282 100

Assisted Travel Text: 0800 6920 792

National Rail

T: 03457 48 49 50

E: customer.relations@nationalrail.co.uk

W: www.nationalrail.co.uk

Coach

National Express

T: 0871 781 8181

E: adl@nationalexpress.com

W: www.nationalexpress.com

Assisted Travel Helpline: 03717 81 81 81

Contact the dedicated team, to discuss any assistance needs on the services provided by National Express.

Ferry

Condor Ferries

T: 0345 609 1026

W: www.condorferries.co.uk

Condor Ferries run from Poole to the Channel Islands & St Malo (seasonal). To help us make your journey as smooth and comfortable as possible, we need to know your requirements as early as possible, ideally when you make your booking, but not less than 2 working days before you travel. We also need to know whether you are travelling on foot or in a car. For further information on accessibility, please get in contact.

Brittany Ferries

T: 0330 159 7000

W: www.brittany-ferries.co.uk

Brittany Ferries operate a service from Poole to Cherbourg. You should inform us of any disability or impairment you have on step 4 of the booking pages or by contacting us. Please tell us, at the time of booking, if you will need to bring any equipment, such as a wheelchair, mobility scooter or oxygen. For further information on accessibility, please get in touch.

Useful websites

www.traveline.info

www.gettingabout.co.uk

Useful Contacts

NHS Direct: For emergency medical advice 111

Poole Hospital NHS Trust: For accident & emergency

A: Longfleet Road, Poole BH15 2JB

T: 01202 665 511

Holiday Dialysis Centre:

A: 35 Southwood Avenue, Bournemouth BH6 3QB

T: 0121 422 311

E: admin@kcdialysis.com

W: www.kcdialysis.com

Citizens Advice Bureau:

A: West Wing, Town Hall, Bourne Avenue, Bournemouth, BH2 6DX

T: 01202 290 967

E: admin@citizensadvicebcp.org.uk

W: www.citizensadvicebcp.org.uk

Dorset Blind Association

A: 17 Bournemouth Road, Poole, BH14 0EF

T: 01202 712865

E: info@dorsetblind.org.uk

W: www.dorsetblind.org.uk

Radar: Disability Rights UK

A: Plexal, 14 East Bay Lane, Here East, Queen Elizabeth Olympic Park, Stratford E20 3BS

T: 0330 995 0400

E: enquiries@disabilityrightsuk.org

W: www.disabilityrightsuk.org

British Red Cross

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

T: 01202 699 453

Last edited by Poole Tourism 01/04/2020

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.