



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.

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 accessible 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 & dedicated team are on hand to ensure 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
- 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

Accessible 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 a 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 accessible spaces along the lower High Street and on Poole Quay. The nearest carpark with accessible spaces is the Quay Visitors car park.

Assistance dogs are welcome and we do provide a dog bowl with drinking water. This is usually just outside the front door. If not, please ask at the reception desk.

Quayside Emporium



A: Hennings Wharf, Poole Quay, BH15 1GZ

T: 01202 679 333

W: www.quayside-emporium.com

E: information@quayside-emporium.com

Home of great Arts, Gifts, Souvenirs & More Unique Treasures on Poole Quay.

Now well established on Poole Quay, our Victorian warehouse is full to the brim of local traders and artisans with goods ranging from various artworks, glassware, homemade jewellery, wood work, clothing, lego, decoupage, driftwood sculptures & many more unique treasures worth exploring.

We have access throughout the whole warehouse for wheelchairs, scooters and buggies. We have a lift to all floors and a radar key disabled toilet and baby changing facilities.

Titan Leathercraft

A: 15 the Quay, Poole Quay, BH15 1HS

T: 01202 668 924

W: www.titanleathercraft.com

E: poole@titanleathercraft.com

A unique gift shop, leather workshop & Tradewinds coffee lounge situated on Poole Quay.

With five leather crafters on-site, including newly hired apprentices, see craftspeople work on a range of high quality one-of-a-kind pieces, ranging from book covers, photo albums, handbags and much more – most include unique artwork hand-tooled into the design.

As well as offering bespoke custom order items, the shop includes a huge range of handmade goods sourced from fellow crafters from around the world, together with complementary ranges of gifts.

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.

- 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, booking essential.
- There are no transfer vehicles or drop off/collection points, please contact ferry operators for access requirements
- Manual wheelchairs are available from visitor reception, booking essential.
- 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...

Brownsea Island Ferries (from Poole Quay and Sandbanks)

T: 01929 462383

W: www.brownseaislandferries.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.

Studio Poole – Poole Pottery

UNIT D2-D5, Dolphin Quays, Poole, Dorset

T: 01202 497492

E: pottyaboutpoole@aol.com

A Ceramic Studio Experience like no other, Have a Go...and see the largest selection of anywhere in the world of the world famous Poole Pottery!

Situated on the ground floor, level access throughout the shop.

Birds of Poole Harbour

19 Enefco House, Poole Quay, BH15 1HJ

T: 01202 641003

E: info@birdsofpooleharbour.co.uk

New for 2018, a brand new visitor style centre interpreting the harbour's rich and varied bird life complete with interactive experiences which showcases the harbour's ecological importance. The new quay front location will have touch screen maps allowing visitors to plot and plan routes around the harbour, several listening stations so you can familiarise your self with the calls of local birds, several screens streaming exclusive

content and local mini documentaries and it even has its own indoor bird hide!

Situated on the ground floor of Enefco House, level access throughout.

Dolphin Shopping Centre

T: 01202 673906

E: info@dolphinshoppingcentre.co.uk

W: www.dolphinshoppingcentre.co.uk

Over 130 shops including Primark, Boots, M&S, River Island, Next & New Look.

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. 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 coastering, mountain biking to kayaking and sailing to windsurfing suitable for all ages, groups and abilities. All of 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 The majority of our gardens are wheel chair accessible with paths and ramps. However, some areas of our gardens are relatively steep, so, whilst accessible by wheel chair, 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.

Beaches & Beach Hut Hire

A: Sandbanks and Branksome Chine

T: 01202 708181

W: www.boroughofpoole.com/applyforit

We have 5 beach accessible wheelchairs available for wheelchair users; 3 of them can be used in the sea. Contact Sandbanks Beach Office, giving 24 hours' notice and we can arrange a wheelchair for you at the Poole beach of your choice (excluding Hamworthy and Lake Pier). You will have to pay a £25 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.

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 accessible access)

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

Further Afield



Upton Country Park

A: Poole BH17 7BJ

T: 01202 262 753

E: uptoncountrypark@poole.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!

Accessibility 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). The Cabin is accessed via a wheelchair friendly ramp. Access to Upton House ground floor includes entrance/exit ramps and toilet facilities.

Monkey World – Ape Rescue Centre



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. Allocated disabled bays near to the entrance kiosks. Accessible toilets on site. 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 are 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 4 designated disabled bays. Paved access to the castle, although uphill and steep in some places, is available via the road pavement, 300 metres to the castle along East Street. There are accessible toilets beside the castle ticket office and 18thC National Trust Tea Room. There is an alarmed designated 'disabled' toilet without changing table & hoist requiring Radar key access. A hand dryer is provided.

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.

We offer free hire of manual wheelchairs and electric scooters, subject to availability. There are 9 manual wheelchairs and 5 electric scooters available. It is advisable to book these in advance. Please note that to ensure the safety of visitors, the use of personal customised mobility vehicles is at our discretion.

A DVD tour is available to show the upper floors of Palace House and views from the Monorail for people who cannot access these areas. Speak to a member of staff for more information.

Large print visitor information is available on arrival. There are induction loops in key areas of the attraction, and transcripts available to supplement the content of film and video presentations where these are unavailable. Touch tours of Palace House are also available by prior arrangement.

There are a number of wider parking spaces for Blue Badge holders adjacent to Visitor Reception. There are three sets of disabled toilets across the site.

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 a working dog onto the Monorail should first seek assistance from a member of staff.



Blue Pool & the Wareham Bears

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

T: 01929 551408

W: www.bluepooleuk.com

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. Those able to show documentary identification of disability (i.e. 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 utterly 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 accessible 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.
- Farmer Palmer's 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: www.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. Accessible 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@swanagerailway.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 Swanage Railway station platforms offer step-free access and Disabled access is available to most trains.

Wheelchairs 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. Our trains have corridor connections between the coaches.

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 nearest disabled toilet to Swanage station is located on the seafront (400 metres away), but ordinary toilet facilities are available at Swanage, Corfe Castle and Norden stations, and on most trains.

There are no toilet facilities at Harman's Cross or Herston station. Disabled toilets and baby-changing facilities are only available at Norden.

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 The Tank Museum is based on 3 floors with lift and ramp access to all floors, you should allow about 3 hours to see all the museum, there a number of wheelchairs available to borrow from the main reception. Wardens are also on hand throughout the museum if you should require any assistance. You can also enjoy you restaurant and café as well as our extensive Museum shop all which are fully accessible. The Museum has many accessible parking spaces 44 meters away from the Museum we also have a drop off point with a dropped curb. We look forward to welcoming you.

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 are 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.

Accessibility Lemur Landings has a platform accessibility lift and disabled toilet. We have taken every measure to ensure that the centre is accessible for our 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.

The Etches Collection

A: The Etches Collection Museum of Jurassic Marine Life, Kimmeridge, Dorset, BH20 5PE

T: 01929 270000

E: info@theetchescollection.org

W: www.theetchescollection.org

Come and visit the 'Jewel' in the crown of the Jurassic Coast, the Etches Collection Museum of Jurassic Marine Life situated in the village of Kimmeridge, Dorset Housing the finest single collection of Kimmeridgian fossils all found by just one man, Dr Steve Etches MBE – you will be mesmerized by sea monsters, prehistoric predators and the marine flora and fauna of 150-157 million years ago.

Accessibility Our modern building has step free access with a lift between the two levels. An accessible toilet is available on both levels. There are two disabled parking spaces on site available for disabled visitors. Assistance dogs are welcome.

Create at the Cove



• at the cove •

A: British Legion Club, Church Rd, West Lulworth, BH20 5SG

T: 01929 400270

E: createatthecove@hotmail.com

W: www.createatthecove.com

A fun MAKING time for all the family

Create at the Cove is located in the heart of the picturesque village of West Lulworth nestled between the iconic coastal features of Lulworth Cove and Durdle Door. A quite unique attraction which offers an exciting range of creative activities – all available under one roof.

Accessibility We are on the ground floor providing suitable access for wheelchairs and pushchairs. There is a disabled car parking space at the front of our premises and suitable space for dropping off. We have a ramp for the double accessible UPVC door frame step at the left-hand side of our main entrance, please ring the doorbell for assistance. We also have a large open and spacious interior, once inside our main activity area. The accessible toilet has an alarm pull cord system installed, should any emergency assistance be required by the user.

Theatre and Cinema

Lighthouse – Poole’s Centre for the Arts

A: Kingland Road, Poole, BH15 1UG

T: 01202 280 000

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. 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. 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 Cineworld Cinemas, we are committed to offering maximum accessibility and we strive to provide facilities that meet the requirements of all our customers. We are committed to providing wheelchair access at all our cinemas where possible. Guide dogs are welcome at all times in all of our cinemas. Subtitles for the hearing impaired are available at certain performances. Please check with the box office which facilities are available.

LEISURE FACILITIES

Dolphin III

T: 01258 857806

W: www.thefriendsofdolphin.co.uk

This is a specially designed boat for people of all ages with disabilities. This is particularly suitable for those in wheelchairs or with walking difficulties. Free trips are provided for disabled people, but **early booking is 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. There are toilet facilities on board. Only 12 passengers including escorts permitted on each trip.

Poole Sailability

T: 01202 632 096

E: poolesailability@gmail.com

W: www.poolesailability.org.uk

This is 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 the 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.

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 day's charter to Poole (with an additional cost to cover fuel).

The Wheelyboat Trust

T: 01929 550688 or 07730 485 588

W: www.warehamboathire.co.uk

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.

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

For more information regarding disabled facilities, please contact directly.

Ashdown Leisure Centre

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

T: 01202 604224

Accessible parking bays - 2

Accessible toilets - 2

Accessible changing rooms – 2

Accessible showers – 2

Lift – 1

For more information regarding disabled facilities, please contact directly.

Rossmore Leisure Centre

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

T: 01202 738787

Accessible parking bays - 10

Accessible toilets – 3

Accessible showers

Accessible changing rooms

Wet and dry dedicated changing with beds and hoists

Pool Hoists - 2

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 North

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. Accessible bathrooms with handrails.

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: 0800 48 400 48

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.

The Thistle Hotel

A: Poole 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.

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

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 are 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 them directly or visit the website.

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

This Cottage is for up to 6 people near Arne Bird Sanctuary. Entrance level 42". There is a Lounge, dining room and kitchen on ground level. Adapted shower room with toilet. Accessible for ambulant disabled people. There are 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 - 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

It is our desire and aim that we should be able to cater for people of all abilities and to this end we will do whatever we can to accommodate our customers needs. Our Park is a level park with wide roads laid to shingle, and with concrete access to all the buildings. There are extra large fully serviced pitches available during the summer season. All of the public buildings on the Park, including the Reception and Tourist Information, are on one level and have wide doors for wheelchair and mobility scooter access. Both toilet blocks have double entrance doors. There is a wheelchair ramp to each toilet block. One block contains a disabled/family room comprising of a toilet with full supports, a shower (without a step), also a foldaway seat and handrail supports as well as a washbasin, low level mirrors. The other block has a separate disabled/family room in both the Ladies and Gents facilities. This room is spacious and contains a toilet with handrail support, a large shower, with hand rail support, as well as a washbasin, low level mirrors and a baby changing station. If it would be helpful for you, we will try and reserve a pitch as near as possible to the toilet block if you let us have full details of your request when you make your reservation.

Sandford Holiday Park

A: Holton Heath, Poole, BH16 6JZ

T: 0344 335 3751

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

Our team at South Lytchett Manor aim to ensure all our guests enjoy our park and facilities. If you need any assistance either whilst planning your visit or during your stay, please get in contact. Outside the reception area there is a tarmacked arrivals area. A disabled parking space is also available. There is a slight ramp into the reception/shop. We have compiled our own printed leaflets giving details of wheelchair accessible attractions, shop mobility, taxi services etc. The park has three amenity blocks situated at the top, middle and bottom of the site. There is a disabled/shower toilet suite at the middle amenity block with low line toilet and sink and colour contrasting grab handles. The shower height can be adjusted and there is also a fixed chair. It has a good turning circle for a wheelchair and access requires a radar key; keys are available to buy, or on a deposit system from reception. One family shower suite, plus a disabled and family shower suite is situated at the top of the park.

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 companies 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 10.30am 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 just under 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.poole.gov.uk

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: 0345 602 0121

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 are 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 Western Railway

T: 0345 6000 650

W: www.southwesternrailway.com

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.

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 are 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: 03717 818181

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.

We will provide access to large print information for blind or partially sighted customers; and if there are other formats you require, please just ask. Wheelchair access to our coaches is via a lift located at the front of the coach. Our wheelchair accessible coaches have an extra large entrance and a flat floor throughout the coach to aid mobility. For customers who can transfer from wheelchair to coach seat, wheelchairs are accepted subject to them being safely stored in the luggage hold of the coach. We are sorry but we are unable to accept wheelchairs heavier than 20kg in weight unless we have assistance lifting the wheelchair at each end of your journey (including any connections). 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.

For further information please contact National Express or visit the website.

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 accessible use.

NB. There are accessible 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.

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 – 7:30pm

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.kcdialysis.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

A: Adult Social Care, Room 1, Civic Centre, Poole BH15 2RU
T: 01202 633902

Dorset Blind Association

A: 17 Bournemouth Road, Poole, BH14 0EF
T: 01202 712865

Radar: Disability Rights UK

A: Plexal, 14 East Bay Lane, Here East, Queen Elizabeth Olympic
Park, Stratford E20 3BS
T: 0330 995 0400 W: www.disabilityrightsuk.org
E: enquiries@disabilityrightsuk.org

Wheelchair/Equipment Hire

Poole Shopmobility 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 01/02/2018

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.