



## **Poole Accessibility Information Guide 2022**

Published by Bournemouth, Christchurch & Poole (BCP) Tourism.

Please note, while considerable care has been taken to research the information in this guide, details are subject to change.

**Before booking or making any travel arrangements we strongly advise all information is checked directly with the business, establishment, or organisation to ensure that your specific needs can be met. We hope that you find this guide useful and welcome any comments or feedback that you may have to improve it. This Poole Accessibility Information Guide is aimed at visitors of all abilities.**

Bournemouth, Christchurch, and Poole Tourism cannot accept any responsibility for any errors, inaccuracies, or omissions. Please note that no official audit has been undertaken by BCP Tourism.

We hope that you find this guide useful and welcome any comments, updates and feedback to improve it.

Last updated: June 2022

## Poole Tourist Information Centre

Address: Poole Tourist Information Centre  
Poole Museum  
Poole High Street  
Poole  
BH15 1BW

<b>April - October</b>	Open Daily: 10:00 – 17:00
<b>November - March</b>	Monday - Saturday: 10:00 – 16:00 Sunday: 12:00 – 16:00

Phone: 01202 128 888

Email: [info@pooletourism.com](mailto:info@pooletourism.com)

Website: [www.pooletourism.com](http://www.pooletourism.com)

Facebook: [@lovepooleuk](https://www.facebook.com/lovepooleuk)

Twitter: [@lovepooleuk](https://twitter.com/lovepooleuk)

Instagram: [@lovepooleuk](https://www.instagram.com/lovepooleuk)

## 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, Poole offers visitors a truly unique experience.

Poole's historic Quayside is a working port with a wonderful mix of attractions, activities, shops and waterfront restaurants, cafes and historic inns. Look out for tall ships, fishing boats and luxury Sunseeker powerboats. With a bustling atmosphere and a 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 Dolphin Shopping Centre offers the very best in fashion, lifestyle, gifts and homewares.

Poole's stunning resort beaches stretch across three miles of golden sands with contemporary waterside bars and restaurants.

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## Poole Accommodation

Accommodation in Poole and the surrounding area is extremely diverse, with something to satisfy everyone's taste, pocket and accessibility requirements. The accommodation providers listed below have stated that they have some accessible facilities. As personal circumstances vary, we strongly recommend contacting establishments before booking, to confirm that they are suitable for your specific needs.

If you need any further help, please call the Tourist Information Centre on **01202 128 888** or email: [info@pooletourism.com](mailto:info@pooletourism.com)

### Hotels & Guesthouses

#### **Sandbanks Hotel – FJB Collection**

Address: 15 Banks Road, Poole, BH13 7PS

Phone Number: 0800 48 400 48

Website: [www.fjbcollection.co.uk](http://www.fjbcollection.co.uk)

#### **Harbour Heights Hotel – FJB Collection**

Address: 73 Haven Road, Poole, BH13 7LW

Phone Number: 0800 48 400 48

Website: [www.fjbcollection.co.uk](http://www.fjbcollection.co.uk)

#### **The Haven Hotel – FJB Collection**

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

Phone Number: 0800 48 400 48

Website: [www.fjbcollection.co.uk](http://www.fjbcollection.co.uk)

#### **The Riviera Hotel and Holiday Apartments**

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

Phone Number: 01202 763 653

Website: [www.rivierabournemouth.co.uk](http://www.rivierabournemouth.co.uk)

#### **Cranborne House**

Address: 45 Shaftesbury Road, Poole BH15 2LU

Phone Number: 01202 685 200

Website: [www.cranborne-house.co.uk](http://www.cranborne-house.co.uk)

## **Holiday, Touring & Camping Sites**

### **Wareham Forest Tourist Park**

Address: North Trigon, Wareham, BH20 7NZ

Phone Number: 01929 551 393

Website: [www.warehamforest.co.uk](http://www.warehamforest.co.uk)

### **Sandford Holiday Park**

Address: Holton Heath, Poole, BH16 6JZ

Phone Number: 0333 207 6965

Website: [www.parkdeanresorts.co.uk](http://www.parkdeanresorts.co.uk)

### **South Lytchett Manor Camping and Caravan Park**

Address: Lytchett Minster, Poole BH16 6JB

Phone Number: 01202 622 577

Website: [www.southlytchettmanor.co.uk](http://www.southlytchettmanor.co.uk)

### **Springfield Touring Park**

Address: Candys Lane, Corfe Mullen, BH21 3EF

Phone Number: 01202 881 719

Website: [www.springfieldtouringpark.co.uk](http://www.springfieldtouringpark.co.uk)

## **Self Catering**

### **The Houseboat**

Address: 77 Lake Drive, Hamworthy, Poole, BH15 4LR

Phone Number: 07407 761783

Website: [www.thehouseboat-poole.co.uk/](http://www.thehouseboat-poole.co.uk/)

**For further details on accommodation in Poole and the surrounding area please visit <https://www.pooletourism.com/accommodation>**

## Poole's Beaches

Three miles of golden sands, clean clear waters and contemporary waterside restaurants, cafes and bars.

Five sheltered beaches, including Sandbanks - winner of more Blue Flags than any UK resort - with soft golden sands.

### Glorious beaches

We want you to have the best experience when visiting our beautiful beaches on the south coast so we have created a live map which allows you to see how busy they are before you pick your spot in the sun. Visit our beach check page at [www.pooletourism.com/things-to-do/beaches/beach-check](http://www.pooletourism.com/things-to-do/beaches/beach-check) . You can also download the [Beach Check App](#) which allows you to have the information to hand, it also features more functionalities and is tailored for a better mobile experience.

### 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

For easier access onto the sand, beach-going wheelchairs fitted with balloon tyres are available on loan from Bournemouth, Boscombe, Branksome Chine and Sandbanks beach offices. With one available from each office between 9.30am to 4.30pm from May to September, these are loaned on a first come, first served basis in return for a refundable £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 May and September.

### Beach Huts to Hire

Hiring a beach hut on Poole's beaches is the perfect way to enjoy some of the UK's Coast with the Most. With beach huts available at Branksome Chine, Branksome Dene, Canford Cliffs, Sandbanks Beach and Shore Road, there really is a beach hut suitable for everyone along Poole's stunning seafront. Find your perfect hut on the location map.

Beach huts can be booked for 4 weeks, 9 weeks, or 24 weeks during specific periods, please follow the beach hut hire links below for further details:

[www.pooletourism.com/things-to-do/poole-beach-hut-hire/beach-hit-hire-faqs](http://www.pooletourism.com/things-to-do/poole-beach-hut-hire/beach-hit-hire-faqs)

For further details visit: [www.pooletourism.com/things-to-do/beaches](http://www.pooletourism.com/things-to-do/beaches)

## Poole Attractions and Activities

Poole and the surrounding area offer a perfect mix of seaside fun, beautiful gardens, parks and nature reserves and some fascinating and exciting attractions and activities.

Below are a selection of attractions and activities in and around Poole. Please note, the information has been provided by the businesses themselves and we strongly recommend you contact the attractions directly to check any information in advance to ensure your specific needs can be met.

### Poole Park

Address: Poole, BH15 2SF

Website:

[www.poole.gov.uk/sports-and-leisure/parks-and-open-spaces/find-a-park-in-poole/poole-park/](http://www.poole.gov.uk/sports-and-leisure/parks-and-open-spaces/find-a-park-in-poole/poole-park/)

If you're looking for the tranquillity of a beautiful parkland greenspace, accessible by a level walk from the quayside, with stunning views along the way, 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, water sports on the lake or the mini golf course. There are three 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. Please note from Monday to Saturday between 6am and 10am you cannot drive into Poole Park.

## **Poole Museum & Scaplen's Court**

Address: 4 High Street, Poole, BH15 1BW

Phone Number: 01202 128888

Website: [www.poolemuseum.co.uk](http://www.poolemuseum.co.uk)

Email: [museums@bcpcouncil.gov.uk](mailto: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.

**Scaplen's Court** is a Grade I listed medieval building dating back to the 1300s, opposite the main museum. Given the historical nature and age of Scaplen's Court, we must advise that the upper floor is only accessible by staircase. Toilet facilities are situated on the ground floor however there is no accessible toilet within the building.

The nearest car park is Quay Visitors multi-story, Strand Street BH15 1SB.

There are three new disabled parking bays outside The Custom House to replace those bays that are no longer accessible on the lower High Street and a further 13 disabled bays on The Quay opposite Thistle Hotel that remain accessible.

The Route ONE bus service is rerouted via Castle Street and Strand Street

## **Brownsea Island**

via ferry from Poole Quay only. Sandbanks service suspended

Phone Number: 01202 707744

Website: [www.nationaltrust.org.uk/brownsea-island](http://www.nationaltrust.org.uk/brownsea-island)

Email: [brownseaisland@nationaltrust.org.uk](mailto: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 (Sandbanks service suspended for 2022) to discover an island rich in history and wildlife. Enjoy peace and tranquillity, breath-taking coastal views, walks and family trails.

The Brownsea Seahorse is a landing craft, purchased by the National Trust in 2016 to support a variety of essential island operations but primarily, it enables wheelchair users that are unable to access the island via the public passenger ferry, to visit the island.

Brownsea Seahorse sails on set days (tide determined). Booking is essential, please contact the telephone number below or visit the website for more information. Electric buggy tours available, please call ahead as dependent on volunteer availability and vehicle operation times may differ through the season. Free all-terrain wheelchairs available from the visitor reception, pre-booking essential. Staff at the Visitor Reception can advise on best paths for wheelchair users. Large print maps of the island available.

## **Brownsea Seahorse**

Phone Number: 01202 707744

Email: [brownseaisland@nationaltrust.org.uk](mailto:brownseaisland@nationaltrust.org.uk)

Website: [www.nationaltrust.org.uk/brownsea-island](http://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 slipway (postcode BH13 7RD). The entrance is on the left-hand side next to the Stephen Noble Estate Agent Shop). No parking is available on site at the Sandbanks Yacht Company, but there is on-street pay and display parking in the surrounding roads. These bays are reserved for blue badge holders: Panorama Road BH13 7RD, Brownsea Road BH13 7QR, Seacombe Road BH13 7RJ, and Grasmere Road BH13 7RH.

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 Brownsea Island website or call in advance.

## **Brownsea Island Ferries**

From Poole Quay: Yellow Kiosk, BH15 1HJ

Phone Number: 01929 462383

Website: [www.brownseaislandferries.com](http://www.brownseaislandferries.com)

Sightseeing cruises available: Brownsea and Around the Islands, Old Harry, Swanage Bay & the Jurassic Coast, Wareham River Cruise, Bournemouth Air Show and Firework Cruises. This company will be able to get you to Brownsea Island. 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.

## **Greenslades Pleasure Boats**

From Poole Quay: Orange Kiosk, BH15 1HJ

Phone Number: 01202 669955

Email: [info@greensladepleasureboats.co.uk](mailto:info@greensladepleasureboats.co.uk)

Website: [www.greensladepleasureboats.co.uk](http://www.greensladepleasureboats.co.uk)

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

Greenslades 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. This company will be able to get you to Brownsea Island.

## **City Cruises Poole**

Phone Number: 020 77 400 400

Email: [poolesales@citycruises.com](mailto:poolesales@citycruises.com)

Website: [www.citycruisespoole.com](http://www.citycruisespoole.com)

Sightseeing cruises available: Harbour Islands Circular Cruise, Poole Jurassic Circular Cruise, Poole to Swanage Return, Sea Train Adventure, Wareham Evening Cruise, Harbour Lights Cruise, Bird Watching Cruise 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**

Address: 19 Enefco House, Poole Quay, BH15 1HJ

Phone Number: 01202 641 003

Website: [www.birdsofpooleharbour.co.uk](http://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

Address: West Quay Road, Poole, BH15 1HZ

Phone Number: 0300 300 7654

Email: [tours@rnli.org.uk](mailto:tours@rnli.org.uk)

Website: [www.rnli.org/rnli-college/whats-on/discovery-tour](http://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 Thursday at 10.30am or 2.00pm, Friday 10.30am and 3.30pm, Saturday and Sunday 10.30am and 2pm (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

Address: Poole, BH15 1SZ

Phone Number: 01202 673 906

Website: [www.dolphinshoppingcentre.co.uk](http://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. There are plenty of disabled parking bays available around the shopping centre. There are 41 spaces located in the Dolphin Shopping Centre multi story car park. In the Seldown surface car park on Kingland Road there are 7 spaces. On Serpentine Lane the disabled surface car park has 14 spaces. All these car parks have good access to the shopping centre, bus and train station.

**The Poole Shopmobility Scheme** helps those who are less mobile to shop and get around the Dolphin Shopping Centre with ease. Within the Dolphin Shopping Centre you will find state-of-the-art toilets, located on the first floor with lift access. They are spacious, modern and clean with facilities to aid those with disabilities, including a ceiling track hoist and a height-adjustable, adult-sized changing bench. As well as Changing Places facilities and increased wheelchair accessibility, the new toilets

boast separate, larger family rooms with changing facilities and a baby feeding room.

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

## **Shopmobility Scheme**

Phone Number: 01202 661 770 Website:

[www.wheelsforfreedom.org.uk/](http://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 and Saturday. Booking is essential; please contact Shopmobility directly with any enquiries.

## **Upton Country Park**

Address: Poole, BH17 7BJ

Phone Number: 01202 127770

Email: [uptoncountrypark@bcpcouncil.gov.uk](mailto:uptoncountrypark@bcpcouncil.gov.uk)

Website: [www.uptoncountrypark.com](http://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.

## **Compton Acres**

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

Phone Number: 01202 700 778

Website: [www.comptonacres.co.uk](http://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. Free car parking is available at Compton Acres in our refurbished car park.

## **Farmer Palmer's Farm Park**

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

Phone Number: 01202 622 022

Email: [shop@farmerpalmers.co.uk](mailto:shop@farmerpalmers.co.uk)

Website: [www.farmerpalmers.co.uk](http://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. The whole attraction has been designed with little ones in mind (aged 0-8 years). Spanning across 30 acres, with surrounding fields of countryside, you can have an active or relaxed time with us. Visitors spend around four hours with us to enjoy all that the farm has to offer. Our opening times vary throughout the year so it's always best to check the website before visiting. Due to the natural environment, there are some surfaces around the park that are raised and uneven. However, the majority of the site is pushchair /wheelchair accessible. We have accessible toilet facilities including a family room with baby changing tables. There is a wheelchair on site for customer use

(first come, first served allocation).

Additional facilities include disabled parking spaces, discount on membership for disabled/carers, wide doorways and ramped entrance ways. We recommend taking a look at our accessibility statement prior to visiting:

<https://farmerpalmers.co.uk/wp-content/uploads/2021/05/Farmer-Palmers-Disabilities-and-Accessibility-Guide-10th-April-2021.pdf>

## **Lemur Landings Soft Play**

Address: Tower Park, Poole, BH12 4NY

Phone Number: 01202 740 500

Email: [play@lemurlandings.co.uk](mailto:play@lemurlandings.co.uk)

Website: [www.lemurlandings.co.uk](http://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. Full accessibility guide on the website with further information.

## **Cineworld**

Address: Tower Park, Yarrow Road, BH12 4NY

Phone Number: 0330 333 4444

Website: [www.cineworld.co.uk/cinemas/poole](http://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**

Address: Kingland Road, Poole, BH15 1UG

Phone Number: 01202 280 000

Website: [www.lighthousepoole.co.uk](http://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. 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, suitable for people with aspergers, autism, dementia or learning difficulties. 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**

Phone Number: 01258 857 806

Email: [irwinrobert31@gmail.com](mailto:irwinrobert31@gmail.com)

Website: [www.thefriendsofdolphin.co.uk](http://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**

Phone Number: 07935 068 532

Email: [poole.sailability@gmail.com](mailto:poole.sailability@gmail.com)

Website: [www.poolesailability.org.uk](http://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.

Our fleet consists of Hawk 20 day boats, which are very stable and ideal for novices and experienced sailors alike. Each boat can accommodate three sailors and two crew members. We also have a power boat, which accompanies our sailors at all times. Lifejackets are provided to keep you safe.

## **Knoticat**

Phone Number: 07889 970 702

Website: [www.knoticatsailing.org.uk](http://www.knoticatsailing.org.uk)

Knoticat is a wheelchair accessible sailing catamaran, owned and operated for the last 22 years by Sports Forum for the Disabled Charity no 900608, 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 weekdays when the weather allows and we have enough skippers and crew from 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 five 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, please phone 07890285356 or 077889970702 and please see our website at [www.knoticatsailing.org.uk](http://www.knoticatsailing.org.uk)** We need skippers and crew and help to run the boat and full training will be given

## **The Wheelyboat Trust**

Phone Number: 01929 550 688

Website: [www.warehamboathire.co.uk/disabled-access-boat/](http://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 easily and safely enabling them to actively participate on the water. 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. Use as a trip boat or small ferry as well as for pleasure boating, angling and nature / bird watching.

## Leisure Centres

### Poole (Dolphin) Leisure Centre – Everyone Active

Address: Kingland Road, Poole, BH15 1TN

Phone Number: 01202 677 217

Website: [www.everyoneactive.com/centre/everyone-active-leisure-centre-poole-dolphin/](http://www.everyoneactive.com/centre/everyone-active-leisure-centre-poole-dolphin/)

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. Furthermore, we've got a range of group fitness classes for you to enjoy, which have been designed to suit people of all ages and fitness levels, while you can also enjoy our sauna and steam room.

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**

Address: Adastral Road, Canford Heath, Poole, BH17 8RE

Phone Number: 01202 604 224

Website: [www.everyoneactive.com/centre/everyone-active-leisure-centre-ashdown/](http://www.everyoneactive.com/centre/everyone-active-leisure-centre-ashdown/)

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

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

Phone Number: 01202 738 787

Website: <https://www.everyoneactive.com/centre/everyone-active-leisure-centre-rossmore/>

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 Trampoline 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 hoists
- Accessible showers
- Three disabled toilets
- Wet and dry dedicated changing with beds and hoists
- 11 disabled car parking spaces

## Public Conveniences

Please visit [BCP Council Website](#) for a list of toilets and opening hours.

### RADAR Key

RADAR Keys can be purchased from the Royal Association for Disability and Rehabilitation (RADAR) and in person at the [Poole Tourist Information Centre](#).

Poole Tourist Information Centre,  
Poole Museum, 4 High Street, Poole BH151BW  
Tel: 01202 128 888

For more information on public toilets and their locations can be found on The Great British Public Toilet Map. Website: [www.toiletmap.org.uk/](http://www.toiletmap.org.uk/)

Changing Places facilities are designed for people who need additional space, equipment, time and for people who cannot use standard accessible toilets and changing facilities. For further information the facilities available in Dorset can be found on [the Changing Places UK Website](#).

[Accessible toilets in Poole](#) with Radar Key access:

#### Beach toilets:

- Branksome Chine Car Park, next to the Beach shop
- Branksome Dene Chine
- Sandbanks Pavilion, near the beach office
- Shore Road (next to the Jazz Café)

#### Parks and Town Centre:

- Baiter Park
- Hamworthy Park
- Poole Quay (Watch Station end of Poole Quay by lifting bridge)
- West Gate (Poole Park – Town Centre end)
- Whitecliff Recreation Ground
- Dolphin Quays (privately managed)
- The Haven (by the Sandbanks Ferry)

## **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 opening hours.

Town Centre businesses with accessible toilets:

Lighthouse – Centre for the Arts

Poole Museum

Sainsbury's

The Spire

Slug and Lettuce

## Poole Library (currently closed until Autumn 2022)

Phone: 01202 127100

Website: [www.bcpCouncil.gov.uk/libraries](http://www.bcpCouncil.gov.uk/libraries)

Email: [BCPLibraries@bcpCouncil.gov.uk](mailto:BCPLibraries@bcpCouncil.gov.uk)

### Facilities:

- Wheelchair accessible entrance and lifts to all floors
- Multi-storey parking facilities in the Dolphin Centre
- No toilet facilities on site. Facilities available nearby in the Dolphin Centre
- Downloadable audiobooks and eBooks through Borrowbox
- Talking Books CDs
- Large print books (fiction and non-fiction); eBooks also now available.
- Public PCs with free internet (usage time up to 2 hours)
- Home Library Service
- Induction Loop facility
- Joining the library is free...

Membership is free and open to everyone who lives, works, or studies in the BCP area. To join, simply visit any BCP library, and show proof of identity and permanent address. A driving license, bank statement or other official document is acceptable. If you are 15 or under you will need your parent or guardian to sign a membership card application form. You will be given a membership card, which you will need whenever you wish to borrow items. Visitors may also join the library temporarily.

## Poole Tourist Information Centre

Address: Poole Museum, 4 High Street, Poole, BH15 1BW

Phone: 01202 128888

Website: [www.pooletourism.com](http://www.pooletourism.com)

Email: [info@pooletourism.com](mailto:info@pooletourism.com)

### Poole opening hours are:

April - October	November - March
Open Daily: 10:00 – 17:00	Monday - Saturday: 10:00 – 16:00  Sunday: 12:00 – 16:00

Extended opening for special events.

### Offers:

- Friendly and experienced team to help you make the most of your stay
- A wide range of leaflets, maps and guides, postcards and souvenirs and local attraction tickets
- RADAR Keys for purchase (£5.00)
- Assistance dogs welcome. Water bowl provided on request.

### Visiting and parking:

- Tourist Information Centre located within Poole Museum
- Free entry
- Automatic doors and level flooring
- Nearest car park (including Blue Badge parking) is in Quay Visitors Car Park (BH15 1SB)
- There are three new disabled parking bays outside The Custom House

## Bournemouth Tourist Information Centre

Address: Pier Approach, Bournemouth, BH2 5AA Phone: 01202 123800  
Website: [www.bournemouth.co.uk](http://www.bournemouth.co.uk)

Email: [tourism.information@bcpcouncil.gov.uk](mailto:tourism.information@bcpcouncil.gov.uk)

### Bournemouth opening hours:

July & August	Sept – Oct and Apr - June	November - March
Open Daily:  Monday – Thursday 09:30 – 17:00  Friday & Saturday 9.30 – 18.00  Sunday 10:00 – 18.00	Open Daily:  09:30 – 17:00	Open Daily:  09:30 – 16:00  Sundays 10:00 – 16:00

Extended opening for special events.

### Offers:

- Friendly and experienced team to help you make the most of your stay
- A wide range of leaflets, postcards, gifts and souvenirs, beach hut bookings and excursion tickets.
- RADAR Keys for purchase (£5.00)
- Assistance dogs welcome. Water bowl provided on request.

### Visiting and parking:

- Tourist Information Centre located on Pier Approach at Bournemouth Seafront
- Free entry
- Nearest car park (including Blue Badge parking) is in Bath Road (approximately 30 yards)
- Automatic doors and level flooring

# Car Parking

## A Disabled Tax-Exempt Vehicle Parking Permit

[Our Disabled Tax-Exempt Vehicle parking permit \(DTEV\)](#), allows permit holders to park in most Bournemouth, Christchurch and Poole Council off-street pay and display car parks when open to the public without buying a pay and display ticket.

Applications are welcome for a Disabled Tax Exempt Vehicle Permit if your vehicle is registered as tax exempt on grounds of disability or if your vehicle would qualify for disability exemption as detailed on [GOV.UK](#)

The vehicle must be registered in the disabled person's name or their nominated driver's name. The permit must only be used for the disabled person's personal needs; it cannot be used by the nominated driver for their own personal use.

The permit gives exemption to pay and display charges in all BCP Council Pay and Display car parks.

The permit does not give exemption to the charges if parking in a BCP Council Pay on Exit Car Park (e.g. multi-storey car park).

There is not a requirement for the permit to be used in conjunction with a valid disabled badge. However, if you are parking in a Disabled Parking Space a valid disabled badge must be displayed.

**For further information including the cost and how to apply for a DTEV parking permit please visit BCP Council Website:**

<https://www.bcpCouncil.gov.uk/Parking/Apply-for-or-renew-parking-permits/DTEV-parking-permit/disabled-tax-exempt-vehicle-dtev-parking-permit.aspx>

If you want further information on the location of car parks, please take a look at the link below:

<https://www.bcpCouncil.gov.uk/Parking/Find-a-car-park/Find-a-car-park.aspx>

## **Disabled Parking on Poole Roads**

Disabled bays on the road are clearly marked with the word 'Disabled'. You must display your disabled badge so the wheelchair symbol and expiry date can be seen through your windscreen.

You also need to set your time clock to the time you arrived if parking in a limited time disabled bay or on double yellow or single yellow restrictions.

For further information please visit BCP Council Website Parking section  
<https://www.bcpCouncil.gov.uk/Parking/Parking.aspx>

For further information about using your blue badge please visit  
<https://www.bcpCouncil.gov.uk/Parking/Blue-badges-for-disabled-parking/Blue-badges-for-disabled-parking.aspx>

### **Contact for further details:**

Parking Management & Enforcement Customer Services

Phone Main Customer Services: 01202 123100

Phone: Parking Services 01202 123911

Website: <https://www.bcpCouncil.gov.uk/Parking/Parking.aspx>

## **Shopmobility Poole**

### **Wheels For Freedom**

Wheels for Freedom is an independent registered charity that is dedicated to giving freedom of movement to those with a walking difficulty.

They offer day and long-term loans with access to power-chairs, scooters and hand-propelled wheelchairs. **Booking in advance is essential**; please contact Shopmobility directly regarding rates and full details.

Phone Number: 01202 661 770

Website: [www.wheelsforfreedom.org.uk/](http://www.wheelsforfreedom.org.uk/)

## **Wheelchair and Mobility Equipment Hire**

### **Poole Mobility**

Phone Number: 01202 676865

Email [poolemobility@btconnect.com](mailto:poolemobility@btconnect.com)

Website: [www.poolemobility.co.uk/](http://www.poolemobility.co.uk/)

### **British Red Cross Society**

(wheelchairs, accessories, and aids)

Phone: 01202 699453

Website: [www.redcross.org.uk/get-help/borrow-a-wheelchair](http://www.redcross.org.uk/get-help/borrow-a-wheelchair)

# Travel and Transport

## By Road

Poole is easily accessible from all parts of Great Britain. To plan your route please visit:

Website: <https://www.theaa.com/route-planner/route>

Website: <https://www.rac.co.uk/route-planner/>

## Buses

### Morebus

Phone Number: 01202 338 420

Website: [www.morebus.co.uk](http://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.

### Taxis

A selection of taxi firms in the area offer vehicles adapted for wheelchair access. It is advisable to pre-book these vehicles in advance.

#### PRC Streamline Taxis

Phone Number: 01202 373 737.

Website: [www.prcstreamline.co.uk](http://www.prcstreamline.co.uk)

#### United Taxis

Phone Number: 01202 556 677

Website: [www.556677.com](http://www.556677.com)

## **Railway Station and Trains**

Poole Railway Station has level access on level access to both sides of the station by ramps. Interchange between platforms is via a ramped underpass at the London end of the platforms. 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**

Phone Number: 0345 6000 650

Website: [www.southwesternrailway.com](http://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

Website: <https://www.southwesternrailway.com/travelling-with-us/assisted-travel>

### **National Rail**

Phone Number: 03457 48 49 50

Email: [customer.relations@nationalrail.co.uk](mailto:customer.relations@nationalrail.co.uk)

Website: [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Passenger Assist: You can book assistance 24-hours a day by contacting Passenger Assist on freephone 0800 0223720

For textphone/minicom 0845 60 50 600.

Website:

[https://www.nationalrail.co.uk/stations\\_destinations/disabled\\_passengers.aspx](https://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx)

## Coach

### National Express

Phone Number: 0871 781 8181

Website: [www.nationalexpress.com/en/help/accessibility](http://www.nationalexpress.com/en/help/accessibility)

Assisted Travel Team: 03717 81 81 81

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

## Ferry

### Condor Ferries

Phone Number: 0345 609 1026

Website: [www.condorferries.co.uk](http://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. Contact us by calling 0345 609 1026 or by emailing: [reservations @condorferries.co.uk](mailto:reservations@condorferries.co.uk)

Further information visit: <https://www.condorferries.co.uk/ferry-routes-ports/plan-your-journey/travel-advice/disabled-facilities>

### Brittany Ferries

Phone Number: 0330 159 7000

Website: [www.brittany-ferries.co.uk](http://www.brittany-ferries.co.uk)

Brittany Ferries operate a service from Poole to Cherbourg. Brittany Ferries very much hopes that all passengers enjoy a totally relaxing journey on board our ships and this is particularly so for a passenger with a disability or reduced mobility. With this in mind we need you to tell us the level of assistance you will require for your travel when you make your booking.

Further information visit: [www.brittany-ferries.co.uk/information/travel-advice/disabled-passengers](http://www.brittany-ferries.co.uk/information/travel-advice/disabled-passengers)

# USEFUL CONTACTS

## Health

**NHS Direct: For urgent medical help, Phone: 111**

Website: [www.nhs.uk](http://www.nhs.uk)

For life-threatening emergencies – phone 999 for an ambulance

## Hospitals

**Poole Hospital (including A&E)**

Address: Longfleet Road, Poole BH15 2JB

Phone: 01202 665511

Website: <https://www.uhd.nhs.uk/hospitals-poole>

**Royal Bournemouth Hospital (including A&E)**

Address: Castle Lane East, Bournemouth, BH7 7DW

Phone: 01202 303626

Website: <https://www.uhd.nhs.uk/hospitals-bournemouth>

## Chemists

To find your nearest pharmacy visit [NHS Find a Pharmacy](http://www.nhs.uk/service-search/find-a-pharmacy/)

[www.nhs.uk/service-search/find-a-pharmacy/](http://www.nhs.uk/service-search/find-a-pharmacy/)

## Dental Helpline

Phone the NHS on 111 (24 hours, seven days a week)

Website: [www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/](http://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/)

## **Emergency Services**

### **Poole Police Station**

Emergency dial **999**

Non-Emergency Number **101**

Address: Joint Emergency Services Building, Wimborne Road, Poole, BH15 2BP (Please check the website for updates for their opening times of their Station Desk Services).

**Website:** [www.dorset.police.uk/contact-us/visit-us/](http://www.dorset.police.uk/contact-us/visit-us/)

## **Other Useful Contacts**

### **Bournemouth, Christchurch & Poole Council**

Customer Services Phone: 01202 123 123

Website: [www.bcpccouncil.gov.uk](http://www.bcpccouncil.gov.uk)

### **Access Dorset**

Website: [www.accessdorset.org.uk](http://www.accessdorset.org.uk)

### **Age UK Advice Line**

Phone: 0800 678 1602

Website: [www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Bournemouth Deaf Club (covering Bournemouth, Poole and Dorset)**

Website: [www.facebook.com/bournemouthdeafclub](http://www.facebook.com/bournemouthdeafclub)

### **Carers UK**

Phone: 020 7378 4999

Website: [www.carersuk.org](http://www.carersuk.org)

### **The Chatterboxes (Disability Action Group)**

Youth action project run by young people with disabilities aged 11-25 years old from Bournemouth, Poole and other parts of Dorset

Phone: 07827 848479

Website: <https://www.ymcabournemouth.org.uk/youth/the-chatterboxes-disability-action-group/>

**Citizens Advice Bureau (Bournemouth, Christchurch & Poole)**

Phone: BCP AdviceLine: 0800 144 8848

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

Website: [www.citizensadvicebcp.org.uk/](http://www.citizensadvicebcp.org.uk/)

**DIAL UK - Disability Information and Advice Line**

Website: <https://www.dialuk.info/contact-us>

**Dorset Blind Association**

Phone: 01202 712865

Website: [www.dorsetblind.org.uk](http://www.dorsetblind.org.uk)

Email: [info@dorsetblind.org.uk](mailto:info@dorsetblind.org.uk)

**DOTS Disability Community Interest Company**

Phone: 01202 771334

Website: [www.dotsdisability.co.uk/](http://www.dotsdisability.co.uk/)