



VISIT NOTTINGHAMSHIRE

Access statement for Nottingham Tourism Centre

Introduction

The Nottingham Tourism Centre prides itself on being able to offer the most up to date and relevant information to residents and visitors of the city in a welcoming and accessible environment. It is through continual staff training that we are able to offer a high level of customer service to those who choose to use the centre.

Pre arrival

- www.visit-nottinghamshire.co.uk website - accessibility statement available to download
- Brochures and city maps, with directions to and location of the Nottingham Tourism Centre, available online to download or on request by telephone
- Online and telephone brochure/information request services available with free worldwide postage
- Our 'Visit Nottingham & Nottinghamshire' guide includes accessibility information for attractions and accommodation
- The Nottinghamshire Visitor Guide available in large print on request
- Information in French, Spanish, German, Italian, Polish, Japanese and Chinese available online to download and on request by telephone
- Directions to the Nottingham Tourism Centre are in place all over the city
- The Nottingham Tourism Centre is located in a pedestrianised area with blue badge parking less than a two-minute walk away

Arrival and car parking facilities

- The Tourism Centre is located in a pedestrianised area underneath the Council House just off Old Market Square and is well signposted throughout the city. There is seating available in this area along with the award winning, accessible toilets just opposite on Greyhound Street
- There are several car parks nearby, all within a five-minute walk and all with blue badge parking
(Lace Market and Trinity Square being the nearest)
- Blue badge parking bays are available on both King Street and Queen Street just opposite the Tourism Centre
- The centre has a large, well-lit sign above the door, easily visible both in summer and in darker winter months
- Nottingham has several park-and-ride systems in place, such as the NET trams which operate from the north and NCT buses operating from the south, bringing visitors directly into the heart of the city. All of the park-and-ride systems are accessible and also well-signposted from surrounding major roads, including the M1 motorway from both the north and south

- For those accessing the city by public transport the Tourism Centre is a short distance from most major bus stops and next to the Old Market Square tram stop (which has a direct link to the train station)
- For those arriving by National Express coach the Centre Link bus operates to bring people into the city centre - the journey from Station Street takes around 15 minutes to walk and is on an incline
- Should arrival be outside the designated opening hours there is 'out of hours' information visible to the right of the entrance. It shows a map of the city with important information such as the location of the NHS walk in centre, nearest taxi rank, police station etc. and emergency phone numbers

Main entrance, reception and ticketing area

- The Nottingham Tourism Centre's standard opening hours are 9.30am – 5.30pm Monday – Saturday. We open on selected Sundays and Bank Holidays during the year (please telephone to check)
- The entrance to the Tourism Centre is step free to allow access for those with wheelchairs, walking difficulties and pushchairs. The ramp is on a small incline so that those who may struggle with ramps can still gain access
- The doors are automatic and are often left open during the summer months
- Assistance dogs are welcome in the centre
- An induction loop is fitted and signed in a prominent position
- There are lowered sections on the information desk to allow access for wheelchair users or smaller people

Public areas

- The shop floor is all on one level and arranged so that there is enough room for wheelchair users, etc. to move about comfortably
- All items of stock are clearly labelled with prices; some stock may be out of reach for wheelchair users or smaller people but the staff members are always on hand to help

Public WCs

- The main public toilets to Greyhound Street, directly opposite the Tourism Centre
- The main public toilets to Greyhound Street, directly opposite the Tourism Centre this facility is a designated 'Changing Places Toilets', as well as being spacious, clean and well looked after, these toilets also include the following features:
 - A height adjustable changing bench and washbasin
 - A hoist system to lift people between wheelchairs and the toilet
 - Enough space to ensure the bench and toilet can be approached from either side
- The Victoria Shopping Centre has fully accessible toilets

Additional information

- The Motorpoint Arena/National Ice Centre on Bolero Square, holds special wheelchair ice skating sessions where the guest can either take their own wheelchair on the ice or use one of the Arena's purpose built sledges.
- The Cornerhouse complex houses a 14-screen multiplex cinema as well as a huge variety of bars and restaurants, all of which are fully accessible
- The Royal Centre offers audio description and signed performances, is mostly accessible and also allows assistance dogs
- Broadway Media Centre and Cinema, on Broad Street, is fully accessible and also offers Autism friendly screenings

Local equipment hire companies: Shopmobility scooters can be hired from the Victoria Shopping Centre and it is best to book in advance of your visit by telephoning 07903 050 238

Local public transport numbers: The main local bus company for Nottingham and the surrounding area is Nottingham City Transport.
Information can be found at www.nctx.co.uk or by telephoning 0115 9506070.

The other main bus company that serves Nottingham is Trent Barton, www.trentbarton.co.uk, 01773 712265.

Nottingham's tram operator is NET (Nottingham Express Transit), contactable on 0115 942 7777, email info@thetram.net or other information can be found at www.thetram.net

East Midlands Railway, who operate the main route between Nottingham and London can be contacted on 08457 125678 (lines open 8am to 8pm daily) or at contact@eastmidlandsrailway.co.uk

Customer feedback

We welcome your feedback to help us continually improve our service.

If you have any comments, please contact us on:

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NG1 2BY
Tel: 08444 77 56 78
Email: tourist.information@nottinghamcity.gov.uk
Website: www.visit-nottinghamshire.co.uk