



The Nottingham Ghost Walk



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Dr. David Cross – Business Director
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This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Tours of Nottingham.co.uk (including The Nottingham Ghost Walk & The Nottingham Heroes & Villains Tour)

Introduction

The Nottingham Ghost Walk and the Nottingham Heroes & Villains Tour are guided walking tours, taking place largely in the open air in Nottingham city centre. Guests are therefore advised to come prepared for the weather on the day. We are members of Experience Nottinghamshire, the regional tourism organisation and have been running regular tours since 1993.

The Ghost Walk covers about $\frac{3}{4}$ mile and takes 75 to 90 minutes. The Heroes & Villains Tour covers about 2 miles and takes about 2 hours. There are some hills on both routes but wheelchair and 'buggy' users should find no difficulties. For the Ghost Walk, group size varies between about 15 and 100; for the Heroes & Villains Tour, group sizes tend to be smaller, between 6 and 30 people. There is no seating available around the route taken by the Ghost Walk, and only one or two locations of seating around the Heroes & Villains route. Guests are usually standing for the duration of the tours.

The Ghost Walk stories can be found scary by some guests, and some stories contain gory details, which particularly sensitive guests may find not to their taste. We have had exceedingly few complaints about the gory content, and in 21 years none of these have been from guests with specific requirements.

We pride ourselves that everyone can hear the Guide, even in big

groups and with ambient city noise, although we advise that you stand as close as possible to the Guide during storytelling. If you lip read, please advise the Guide of this at the start of the tour, and stand in front of, and in good view of, the Guide during the stories. Guests with any other specific requirements should advise the Guide at the start of the tour, so we are aware of your needs.

Nottingham City is generally wheelchair-friendly, with drop kerbs or ramps throughout the central area. There is however no wheelchair access to the caves underneath the Salutation Inn, which we usually visit near the end of all our tours. For the Ghost Walk, the cave visit is about 15-20 minutes, for the Heroes & Villains Tour, about 5 minutes. The caves are not accessible for wheelchair users or people with walking or balance difficulties. Guests who are not comfortable in confined spaces are advised not to enter the caves, although the main cave we use can seat about 60 people, so it is not tiny (see the photo or video on our website). For guests choosing not to enter the caves, on request our Guide will be happy to tell you the stories told in the caves, at ground level, after the main tour has finished. Guests with a visual impairment, with or without an assistance dog, must either have a friend lead them into the caves or allow our Guide to assist them, as the cave steps are uneven and there is a considerable slip risk for unaccompanied visually impaired guests.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01623 721003 or 07850 145642 or email contact@nottinghamghostwalk.co.uk.

Pre-Arrival

- We start our tours at the Salutation Inn, Maid Marian Way, Nottingham NG1 6AJ, which is centrally located between the Old Market Square and Nottingham Castle.
- The nearest train station is Nottingham (Carrington Street, NG2 3AQ), which is just over half a mile away (about 13 minutes' walk). For details, see <http://www.nationalrail.co.uk/stations/NOT/details.html>, or phone 08457 221125 (0800 to 2000 hrs daily) or Textphone 08457 078051 (same hours). Nottingham station has accessible toilets.
- There are a number of accessible taxi firms in Nottingham. Details of these can be found at: http://www.accessiblecountryside.org.uk/central/nottinghamshire/nottinghamshire_taxi.html. One picked at random is Fast Lane

cabs on 01159 501501 (see <http://www.taxicabsnottingham.co.uk/>).

- The nearest Tram stop is at Old Market Square, which is 350 yards away (about 5 minutes' walk). The Nottingham Tram system is accessible to wheelchair users - see <http://thetram.net/access-for-all/> or phone 0115 942 7777 for details.
- There are a number of bus companies serving Nottingham, and details can be found at <http://www.nottinghamcity.gov.uk/busservices> or phone 0115 915 5555 (switchboard). The main bus stops near our venue are:
 - Maid Marian Way (near to Friar Lane) (100 yards, 1 minute);
 - the Old Market Square (350 yards, 5 minutes);
 - the Broadmarsh bus station (500 yards, 7 minutes);
 - Victoria bus station (just over ½ mile, 13 minutes).

Car Parking and Arrival

- There are many choices for parking in central Nottingham near to our starting point of the Salutation Inn. Street parking is difficult to find and guests are advised to use a multi-storey car park unless they know the city well. Drop-offs can be made at the rear of the Salutation Inn on Spaniel Row (on double yellow lines) but there is no drop kerb.
- The following multi-story car parks near to our starting point all have lifts:
 - Broadmarsh car park (500 yards, about 7 minutes' walk), Collin Street NG1 7EQ (see <http://www.nottinghamcity.gov.uk/article/23462/Broadmarsh-Car-Park> or phone 0115 915 5555 (switchboard)).
 - St James Street car park (150 yards, about 4 minutes' walk), 5 St James Street, NG1 6EY (see <http://www.ncp.co.uk/find-a-car-park/car-parks/nottingham-st-james-street> or phone 0345 050 7080).
 - Mount Street car park (300 yards, about 6 minutes' walk), Mount Street NG1 6HG (see <http://www.ncp.co.uk/find-a-car-park/car-parks/nottingham-mount-street> or 0345 050 7080).

- Nottingham Train Station car park (just over ½ mile, 13 minutes' walk), Queens Road, NG2 3AS (see <http://www.nationalrail.co.uk/stations/NOT/details.html>).
- Nottingham Train Station car park has accessible toilets with easy access from the car park.

Main Entrance, Reception and Ticketing Area

- The Salutation Inn is a centuries-old building with no modern accessibility features. All doors are traditional hinged, manual doors, which will allow typical wheelchair access with a narrow margin. There are two entrances to The Salutation Inn – one at the rear from Spaniel Row and one at the front on Maid Marian Way. Wheelchair users can gain access by either entrance, but there are several steps from the entrance hall off Maid Marian Way down into the main bar area.
- Our tour Guide collects payment about 5 minutes before the tours start inside this entrance hall leading off Maid Marian Way. If you wish to wait for the tour inside the pub, and/or have a drink, wheelchair users are advised to use the Spaniel Row entrance (from where there is only one small step up to the main bar area), and then just before the tour starts, go out of the same doorway, around the end of the building, and back in through the Maid Marian Way doorway to pay (this would take less than a minute and avoid the steps out of the bar area). If wheelchair users are accompanied, they may find it easier to have their friend make payment on their behalf. After paying, all guests then wait outside on the pavement of Maid Marian Way until the tour starts (between 2 and 10 minutes, depending on the size of group). Maid Marian Way is on a slight hill at this point.

Attraction (displays, exhibits, rides etc.)

- The tours are story-telling events lead by costumed Guides. The Guides usually do not use any voice amplification, although sometimes this is used for larger groups. We do not use any special effects, flashing lights or loud noises.
- The surfaces we walk around are mainly normal street pavement surfaces. We do visit a graveyard where for about 5 yards the surface is grass but this area is well drained and the grass is kept short. There are drop kerbs or ramps around all our routes at street level. As we are outdoors, in the winter some areas may be

darker between the street lights. We do not go into any very dark areas (other than some small areas of the caves) and torches are not required.

- At the location of each story, wheelchair users are advised to make their way to the front of the group so that their view of the Guide is not obstructed.

Public Toilets

- There are standard toilets at The Salutation Inn, but there are no accessible toilets for wheelchair users, either at The Salutation Inn or elsewhere around the route taken by the Ghost Walk. The Heroes & Villains tour does pass close by accessible toilets (just off Old Market Square) after about 1 hour of the tour, and again after about 1½ hours (at The Pitcher & Piano).
- The nearest accessible toilets to the Salutation Inn are at Greyhound Street just off the Old Market Square (about 400 yards, 7 minutes' walk). These are fully equipped 'Changing Places' toilets and full details can be found on the Nottingham City Council website at <http://www.nottinghamcity.gov.uk/index.aspx?articleid=18470> or by phone on 0115 915 5555 (switchboard).

Additional Information

- Assistance dogs are welcome on the Nottingham Ghost Walk and the Heroes & Villains Tour.
- Dr David Cross who runs the tours has completed the 'Disability Awareness Training Tourism' course from DisabledGo Online Training.
- We have done many group Ghost Walk bookings for groups with specific requirements such as hearing impaired guests using signing interpreters, guests with autism and young people with specific educational needs. We are always happy to discuss your requirements and advise on the suitability of our tours for your group.

Future Plans

- We will continue to develop our websites to increase accessibility in line with 'Web Accessibility Initiative' guidelines (i.e. www.w3.org).
- This Accessibility Statement will be updated in line with ongoing accessibility requirements, with information from relevant sources such as Visit England and Disabledgo.com.

Contact Information

Address: starts at:
The Salutation Inn
Maid Marian Way
Nottingham
NG1 6AJ
(please note - this is NOT the correspondence address).

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Email: contact@nottinghamghostwalk.co.uk

Website: <http://www.ghost-walks.co.uk>
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