

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 Bristol Insight

Introduction

Bristol Insight offers an open top bus tour of Bristol. We visit most of the impressive landmarks, beautiful sights and attractions in the city. Passengers can travel on the top deck or the lower deck as our live guided commentary is heard throughout the bus. We run every 30 minutes, 40 minutes or 75 minutes depending on the time of year.

We have 17 stops around Bristol and allow for "hop-on, hop-off" during the duration of the ticket. Alternatively passengers can stay on-board and take the tour in one go.

All of our buses are DDA compliant and allow easy access for wheelchairs. There are two spaces for wheelchair users on the lower deck.

All buses welcome guide dogs.

We supply a printed copy of the tour for the hard of hearing. Please contact our help line on **0117 971 9279** if you require the printed copy in larger print.

Carers are given free tour tickets (one carer free ticket per person cared for)

We do not have toilets on board but pass close by to some public toilets.

We have a helpline that can be called 7 days a week, from 9am to 5pm - offering up to date information on route, times, stop locations and other queries.

We look forward to welcoming you. If you have any queries or require any assistance please phone **0117 971 9279** or email **vanessa@bristolinsight.co.uk**

Pre-Arrival

- For full details on how to reach our stops please see our website www.bristolinsight.co.uk. Click on the "route" tab. Then please click on each stop number and this will bring up extra information pertaining to that stop. The information includes what you can expect to see, where to park, full address including postcode and - most importantly - how easy it is to access each stop with notes on how easy it is to park by each stop, how easy it is to get to the stop via foot or chair and dropped curbs, etc.
- The nearest train station is Bristol Temple Meads which is a five minute walk away from our stop number 15. Stop 15 is reached by a gently sloping hill. Please be aware that the pavement can get very busy at times.
- The nearest bus station is Marlborough Street Bus Station. This is 10 minutes walk from Stop 12. It is not advised that those with mobility problems access our tours via the bus station.
- Stop number 1 on Anchor Road, behind The Watershed is best arrived by taxi. It has a wide pavement but there is no dropped curb. During the high season there will be additional staff on hand to help with any access issues.

Car Parking and Arrival

- For full details on parking by each stops please see our website www.bristolinsight.co.uk. Click on the "route" tab. Then please click on each stop number and this will bring up extra information pertaining to that stop including parking facilities.
- Stop 4 (the ss Great Britain) has the nearest car park to all of our stops. The level is flat making it easy for wheelchairs and those with mobility problems. Euro Car Parks, Wapping Road, Bristol, BS1 4RW.
website: <http://www.wappingwharf.co.uk/#carpark>

Main Entrance, Reception and Ticketing Area

- Please buy your tickets online at www.bristolinsight.co.uk (you need to have printing facilities) or buy from your driver on the day (cash only please).
- If at stop 1 one of our pavement staff will be able to buy the ticket for you as you board the bus to save you having to wait in a queue at busy times.
- Please do alert us to when you want to travel if you are a wheelchair user. Although we cannot reserve the wheelchair space due to the "hop-on, hop-off" nature of our tour we will do our very best to accommodate you. Please phone the helpline **0117 971 9279** to discuss your needs.

Attraction (displays, exhibits, rides etc.)

- Our leaflet can be made available in a larger format if requested in advance. Please the helpline **0117 971 9279** to discuss your needs.
- We supply a brief over-view of the tour in a printed format for the hard of hearing.
- A fully guided tour is given by our professional guides who are trained to speak clearly and legibly which aids the sight impaired.

Public Toilets

- We are sorry but there are no toilets on board the bus.
- The bus currently stops by these public conveniences (correct as at January 2017).
 - Central Library, College Green, Bristol BS1 5TL - stop 10 (slight slope onto flat 5 minutes walk)
 - @Bristol car park, Canons Way, Bristol BS1 5DB - stop 1 (flat access, 3 minute walk)
 - Cabot Circus, Broadmead, Bristol BS1 3BX - stop 13 (flat access, 10 minutes walk)

Additional Information

- All our printed literature can be made available as large print. Please contact the helpline **0117 971 9279** for more information
- We give free tickets for carers
- We welcome guide dogs
- All buses are DDA compliant and have spaces for two wheelchairs
- Please telephone helpline **0117 971 9279** if in any doubt at all

Contact Information

Unit 4, Avonside Trading Estate,
Avonside Road, St Philip's,
Bristol BS2 0UQ

Telephone: **0117 971 9279**

Email: vanessa@bristolinsight.co.uk

Website: www.bristolinsight.co.uk