

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 commentary is heard throughout the bus. We run every 30-60 minutes depending on the time of year.

We have 11 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 is a dedicated space 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 info@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 5-10 minute walk away from our stop number 11. Stop 11 is reached by a gently sloping hill for the last 100 metres. Please be aware that the pavement can get very busy at times.

The nearest bus station is Marlborough Street Bus Station. This is 2 minutes walk from Stop 2.

Stop number 1 on broad Quay is best arrived by bus or taxi. It has a wide pavement. 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 9 (the ss Great Britain) has the nearest car park to any of our stops.

Main Entrance, Reception and Ticketing Area

Please buy your tickets online at www.bristolinsight.co.uk or buy from your driver on the day.

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 full digital audio commentary tour is provided through loudspeakers. The commentator is professionally 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 2019):

- Central Library, College Green, Bristol BS1 5TL - stop 2 (slight slope onto flat 5 minutes walk)
- Watershed Café / Cinema, Harbourside, Bristol BS1 5DB - stop 1 (flat access, 3 minute walk, 1st floor with lift access)

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 and service dogs

All buses are PSVAR compliant and have a dedicated space for a wheelchair

Please telephone helpline 0117 971 9279 if in any doubt at all

Contact Information

Park House

10 Park Street,

Bristol BS1 5HX

Telephone: 0117 971 9279

Email: info@bristolinsight.co.uk

Website: www.bristolinsight.co.uk