

Access Statement

Bridging the Tamar Visitor and Learning Centre

We aim to ensure that all visitors, employees, volunteers and others who use the Centre are treated equally and according to their needs.

The Centre is committed to maximising access for everyone, regardless of ability, age, gender, cultural or social background, sexual orientation, faith, or language.

We want everyone who visits to feel welcome and have a rewarding experience.

Pre-Arrival

For any help / assistance prior to arrival, please contact the team at: visit@tamarcrossings.org.uk or on 01752 361577

The visitor centre is approached from the main A38 travelling westbound. It is the first exit from the roundabout. Take care not to use the bus/taxi lane. Signage is good at this junction.

Car Parking Facilities

We have 3 designated accessible parking spaces available, very close to the main entrance. We also have a larger car parking area which caters for 50 + cars.

Main Entrance / Reception

The Centre is accessible by wheelchair and mobility scooter, and for buggies and prams. The main entrance to the Visitor Centre has fully accessible automatic opening doors into the lobby area. The reception is directly in front upon entry behind another set of automatic doors.

Visitor and Learning Centre

The centre is accessed via three flights of stairs with 8 steps, 6 steps and 6 steps from the bottom, with suitable handrails on either

side. There is also an accessible lift which takes you up to the lobby on the first floor.

From the lobby area, on the first floor, there is a short walk along a covered walkway into the centre.

The displays inside are fully accessible to all and include a seated area.

Toilets

A fully accessible toilet is available inside the Visitor Centre. There is not currently an adult changing facility.

Families

We welcome families and have a baby changing facility.

Exhibitions

Our signage conforms to access standards including the finish, information hierarchy, text sizes, contrasts and viewing distances.

The glass in the display cases has been carefully chosen to avoid glare and reflection.

The interpretive text within exhibits and on panels is located at recommended heights and in appropriate font sizes using clear accessible language.

There is a graphic on the floor of a view looking through the bottom of the Tamar Bridge to the river below.

The large touchscreen shows films and has accompanying subtitles.

There is currently no sound enhancement or induction loop.

There is public Wi-Fi in the Centre.

Guide, assistant and companion animals

Guide, assistant and companion animals – including assistant dogs in training – are welcome.

Picnic/viewing area

The outside area has benches and tables. These are accessible to all via a step-free route and provide an ideal viewing area for the

bridge.

Additional Information

If you require any assistance during your visit please contact the team.

Tel: 01752 361577

email: visit@tamarcrossings.org.uk