

## Bodmin Visitor Information Centre Access Statement



Figure 1 Bodmin Visitor Information Centre

This access statement describes the current facilities and services that Bodmin Visitor Information Centre offers. We hope that this information will help you, as a potential visitor, to make an informed decision as to whether our visitor information centre can meet your particular access requirements.

If you require any further information then please contact a member of the Visitor Information Centre team on 01208 76616 or email us at [bodmintic@visit.org.uk](mailto:bodmintic@visit.org.uk)

### **1. Before you arrive**

- The Centre's Staff are very happy to help you in any way they can.
- You can contact the staff by telephone, email, fax, via our website or you can write to us. Our full details can be found in the appendix to this document.

### **2. Getting to the centre, arriving and car parking facilities**

- There is limited, free blue badge parking at the rear of the Shire Hall in front of the Public Rooms. This parking is approximately 20 paces from the building's level access entrance.
- The nearest public car park is Priory Park which is about 100 yards from the pedestrianised square in front of the Shire Hall. It is a level walk along the pavement which has appropriately placed dropped kerbs and then across the road at the pedestrian crossing to reach Mount Folly Square.
- There are several blue badge bays available in the bottom level of Priory Park. Please note that normal parking fees apply but if you are tax exempt and display the appropriate signage in your car window, car parking is free.

- There is a mobility shop in the centre of Bodmin where accessibility equipment can be hired. Mobility Centre South West, Crockwell Street, Bodmin, PL31 2DS. 01208 221771
- The main bus stop, Mount Folly Square, is situated right outside the Visitor Information Centre building. The nearest train station is Bodmin Parkway (approximately 3 miles away) from where you would need to take the 555 Western Greyhound bus to Mount Folly Square. There are two bicycle racks in between the Shire Hall and the Public Rooms.

### **3. Entrances into the Visitor Information Centre Building**

- Outside the Shire Hall building, just in front of the steps, you will see at least two A-frames – one displaying the tourist information “I” sign and the other advertising the Courtroom Visitor Attraction. On dry days there will be an additional 3 boards with events and poster advertising.
- The front of the building is accessed by five granite steps. Please note there is no hand rail to these steps. Assistance can be provided to use these steps. Once up the steps, you enter an outer hall with a glass door that opens outwards. Please note that this is quite a heavy door, however, during the warmer months, it is often propped open.
- Once you have entered the building, you will see a large staircase in front of you. Bear slightly left in front of the interpretation boards and you will see the open double door entrance into the Visitor Information Centre. Please note that the floor is granite meaning that the floor can be slightly uneven in places.
- There is also a second entrance into the building. If you are standing on Mount Folly square, looking at the Shire Hall, go up the right hand side of the building. This is a paved walkway with a slight incline. Along on the left hand side, towards the rear of Shire Hall, there is a brown door with signage indicating Citizens Advice Bureau and Shire Hall level access. The access leads you along a level pathway, with a handrail to the right. Access into the building is through the brown door at the end of the pathway. Please note this door opens outwards, although, during the warmer months, it is usually propped open.
- Once inside the building, follow the corridor to the gently sloping ramp and turn right through the double doors into the Visitor Information Centre.
- There is no charge to enter the Visitor Information Centre.

### **4. Inside the Visitor Information Centre**

- The Visitor Information Centre is situated in what was a former courtroom. The main information and help desks are situated on the level with the double door entrance. The gift

shop is situated in the former public seating area and is accessed via three wide steps with a handrail on each side. Assistance can be provided with items in the gift shop.

- The floor in the information centre is split with approximately one third being a granite surface with the rest a wooden tiled surface. Again, it should be noted that the nature of the granite means that the surface is slightly uneven in places. The wood tiled floor is very even. The surface of the floor in the gift shop is a very even and smooth lino type finish.
- In the information centre there are two customer desks both with low level counters. There is moveable seating at each desk. There is also seating available around in the information centre and in the entrance foyer. Additional seating can be brought through on request.
- If you are standing looking at the desks, the desk to your left has a hearing loop available.
- There are toilet facilities within the building. There is one unisex, level access toilet on the ground floor and there are two cloakrooms upstairs on the half landing, gentleman to the left and ladies to the right. There are also baby changing facilities available in the level access toilet.
- We welcome all dogs and their owners into the visitor information centre. Water and biscuits are provided in the external hall at all times.
- A children's activity area is provided.
- The Visitor Information Centre sells radar keys and magnifying sheets.
- Lighting is a mix of fluorescent, spotlight and natural light.
- Generally, there is no background noise or loud music in the Visitor Information Centre. Occasionally, there may be some gentle background music, sounds from events on the Mount Folly Square or sounds from exhibitors hanging paintings in the Shire Hall Gallery. However, these instances are relatively a small.

## **5. Exits and emergency exits**

- There are three emergency exits in the Visitor Information Centre – the front entrance, the level access entrance and a double door, push exit at the rear of the gift shop.
- The Staff are trained to ensure that visitors are evacuated safely in the event of an alarm.
- Please notify staff on arrival if you feel that you may require additional assistance in the event of an alarm / emergency situation.
- The exit routes are clear at all times.

## **6. Information provided**

- We print the majority of our in-house information sheets on yellow with a black, san serif font.
- On request, the staff will be happy to increase the size of any document (where possible) using a photocopier.
- If you require, the Visitor Information Centre has a magnifying sheet that can be borrowed and / or purchased from the staff.
- The Staff are happy to read out any literature that you require.
- We provide a basic map of Bodmin town in French and German.
- We hold lots of information on accessible holidays – accommodation, leisure facilities, walks and beaches, gardens and useful information.

## **7. Other information**

- Some of the staff have been welcome all trained but all of the staff have excellent customer service skills and are ready to help with your particular request.
- If you have any suggestions and / or feedback regarding our service please let us know. Complete a suggestion box card, tell us verbally, send us an email or write to us! See our contact details in the appendix.

## **8. Opening Hours**

Our centre is open as follows ~

- Easter to the last Saturday following October half – term, we are open Monday to Saturday from 10am until 5pm.
- From November through until the week just prior to Easter, we are open Monday to Friday from 10am until 5pm.
- Occasionally, mainly during the winter period, it is necessary for us to close for lunch / training, however, we will always put up signage in advance of this.
- We have an answer phone service on 01208 76616. If you leave us a message we will come back to you as soon as possible.

## **Appendix**

Bodmin Visitor Information Centre full contact details ~

### **Write to us:**

Bodmin Visitor Information Centre

Shire Hall

Mount Folly Square

Bodmin

Cornwall, PL31 2DQ

### **Telephone us:**

01208 76616

### **Fax us:**

01208 75466

### **Email us:**

[bodmintic@visit.org.uk](mailto:bodmintic@visit.org.uk)

### **Visit our Website:**

[www.bodminlive.com](http://www.bodminlive.com)