

## **Information to Assist Disabled Visitors to Wells**

**Wells Town Hall** Good access to the ground floor and a lift to the 1st floor. There are toilet facilities for disabled visitors on the ground and first floor.

**Market Place** From the Market Place it is possible to access the Cathedral, Museum and the Visitor Information Service. (through Penniless Porch), the Bishop's Palace (through the Bishops Eye). There are numerous dropped curbs in the Market Place.

**Parking in the Market Place** is not available on Market Days (Wednesdays & Saturdays).

**Wells Cathedral** Most parts of the Cathedral are accessible with the exception of the Chapter House and Library. There are toilet facilities for disabled visitors. A lift to the restaurant. A hearing loop system is installed. Guide dogs are permitted. Wheelchair loan available, please enquire at the Cathedral Information Desk.

**Bishops Palace** The majority of the gardens, including St Andrew's Wells are accessible by wheelchair, as are the ground floor rooms in the Palace, the Chapel of St Mark and the Holy Trinity, and the Under Croft Restaurant. Stenna stair lift available to first floor on request.

**The Bishops Palace Moat** The access around the moat and into the Recreation Park with Bandstand and Bishops Barn are suitable for Wheelchairs.

**Wells Museum** A reduced rate is available, as there is limited access in the Museum. A hearing loop system is installed. There are toilet facilities for disabled visitors.

**British Red Cross** Please contact the Red Cross in advance of your visit to book wheelchair and equipment loans Tel: 0845 331 3331.

**Toilets Disabled facilities** are available in Union Street and Princes Road Car parks plus rear of Town Hall for Changing Places facility. Wells Recreation Ground and Town Hall Buildings (next to Town Hall).

**Car parking On Street** - There are allocated disabled spots for on street parking in the High Street and Cathedral Green (max 3 hours).

**Carparks** - Due to the increasing number of Blue Badge holders, designated spaces tend to fill up quickly, therefore, Blue Badge holders may park free of charge in any marked bay. All major car parks have designated disabled bays. Please see the tariff boards in the car parks for any time restrictions that apply. The Blue Badge holder must display the Badge and Clock in a prominent position at the front of the vehicle showing the expiry date. Failure to comply with this regulation may result in an Excess Charge Notice for £60 being issued.

**Market Place Wells** – Maximum 30mins

**Union Street, South Street, Princes Rd car parks** – Maximum 3hours

**Tucker Street, Whiting Way car parks** – Maximum 4hours

**ACCESSIBLE :**

## Attractions :

Wookey Hole Caves – all areas accessible except the caves, guide dogs welcome, disabled parking and toilets available.

Cheddar Caves - Some Areas Accessible to wheel chair users, Facilities for Hearing Impaired

Visitors - Explorer audio guides, guide books, video and pictorial displays. Facilities for Visually

Impaired Visitors - Braille guidebook, guided tours for blind parties. Guide Dogs Permitted Parking

Areas for Disabled Visitors Ramp/Level Access Toilets for Disabled Visitors

Clarks Village – All areas accessible to wheel chair users.

East Somerset Railway – Accessible to wheel chair users with assistance.

Glastonbury Abbey - Accessible to wheel chair users with assistance.

Royal Bath & West Show ground - Accessible to wheel chair users with assistance

Somerset Lavender - Accessible to wheel chair users with assistance

Westhay Moor Nature Reserve - Accessible to wheel chair users with assistance

Shapwick and Ham wall National Nature Reserve – Electric Mobility Scooter can be borrowed

from Avalon Marshes Centre to access these reserves. Accessible to wheel chair users

Tropiquaria - Accessible to wheel chair users.

Car Excursions: Somerset has some beautiful scenery and sights, which can be seen by just driving around the country side and some wonderful view points to admire some of the scenery from, suggested drives and viewpoints include:

Mendip Hills AONB – Deer Leap – good views across Somerset Levels views across to WestonSuper-Mare, Glastonbury Tor, Quantock Hills, Cheddar Gorge, Burrington Combe.

Ham Hill Country Park – Again good Views from car park at the top, Plus you pass through beautiful Ham stone villages.

Exmoor Coastal Road (toll road) – stunning Coastal scenery as you make your way across

Exmoor – various designated viewpoints en route, where you may spot the Exmoor ponies, and other small live stock such as sheep and goats.

Somerset Levels – There are various nature reserves on the Somerset levels where a wealth birds and wildlife can be spotted (some reserves are wheelchair accessible).

Longleat Grounds and Safari Park – These can be driven around in your car.

White Horse, Westbury, Wiltshire – can be spotted as you drive through the country side towards Westbury.

Other Excursions and Activities:

City Sight Seeing Bus – Available in Bristol and Bath, allows you to see the important sights of these cities.

Stourhead Gardens (National Trust) – small golf cart can be pre-booked for exploring the gardens and grounds.

Accessible Easygoing Walks – Cheddar Reservoir, Apex Park at Highbridge, East Harptree Wood, Winscombe “South along former railway line”, Stockhill Forest “The Ian McArdie Trail”, Charterhouse Rural Walk “The Netherwood Easygoing Trail”, Chew Valley Lake “The Grebe Trail”

Shopping : Wells City Centre is a mixture of buildings from the medieval to the modern, making accessibility very varied from shop to shop.

There are many dropped kerbs throughout the city to ease your way around the city.

Restaurants & Cafes: Chapter Two, The Crown at Wells & Antons Bistrot, Ask, Bekynton

Brassiere, Bishops Palace Restaurant, The Swan Hotel Restaurant, Goodfellows, The Old Spot,

Café Romna, Bruffanis, Rugantino’s (Cathedral Green entrance for wheel chairs), Bar Italia,

Pickwicks, Da Lucianos Pizzeria, Tuckers Fish & Chip Restaurant,

Public Houses: The Crown at Wells, The Kings Head, The Globe,

Local Hospitals:

Minor A&E: West Mendip Hospital, Glastonbury, 01458 836450

Shepton Mallet Community Hospital, Shepton Mallet, 01749 342 931

Doctors:

Wells City Practice 01749 836650

Wells Health Centre 01749 672137

Emergency Dentist: Rock House Dental Practice, Wells 01749 674250

Wheelchair Repair and Supplies:

Somerset County Enterprises - Northgate, Bridgwater, TA6 3EU. Tel 01278 445446. Offers service and repair to wheelchairs and scooters plus supply and fit batteries and also test batteries.

Chemists: Boots the Chemist, 19-21 High Street, Wells, Somerset, BA5 2AA

Oxygen Suppliers: Air Products Plc, 0800 373580

Transport (buses, rail etc):

First Bus Somerset & Avon - low floor buses not available on all journeys, ramps available on some.

Mendip Community Transport - call 01749 344141 for further information on this service.

Taxi operators who will carry wheelchairs:

Wookey Taxis, Wells 01749 678039, please book in advance for transport with hydraulic lift.

C.J.W Taxis (Glastonbury) 01458 833106

Local garages / fuel stations:

Esso Petrol Station, Chamberlain Street, Wells

Webbs Garage, Southover, Wells, 01749 676967

Bowley's Garage Services, Westfield Rd, Wells, 01749 674554

Vets: Westfield Vets, Wells, 01749 673239 Parking and level access available.