

North Norfolk Accessibility Guide



North Norfolk District Council Disabled Parking

Disabled bays are provided in all North Norfolk District Council hardstanding car parks, and can be used by those registered and displaying the national Blue Badge. Disabled parking is NOT free of charge and disabled users must pay the usual car parking fee. However, disabled drivers displaying a Blue Badge will be permitted 30 minutes additional parking over the expiry time of the ticket purchased. Cromer Promenade (accessed via Melbourne Slope) is disabled parking only.

Mobility Shops

- Cromer Mobility Centre, 4 Old Station Yard, Norwich Rd, Cromer, NR27 0HF Tel: 01263 513631
- Sheringham Mobility, 67 Station Rd, Sheringham, NR26 8RG Tel: 01263 822900
- Holt Mobility Centre, Gipsies Lane Works, Weybourne Rd, Bodham, Holt NR25 6QJ Tel: 01263 588777
- North Walsham Mobility Freedom, 3 Vicarage St, North Walsham, NR28 9DQ Tel: 01692 500590
- NBR Shopmobility Plus Norwich, Castle Quarter Shopping Centre, Norwich, NR1 3DD Tel: 01603 624499

Holidays: Some Useful Websites and Agents

Glaven Valley Holidays 01263 862133 www.glavenvalley.co.uk
Norfolk holiday accommodation website with good search facility for wheelchair-friendly properties.

Sheringham Cottages 01263 577560 www.sheringhamcottages.co.uk
Owner with three properties that meet the National Accessible Scheme (NAS) Award for properties adapted for accessibility.

Norfolk Disabled Friendly Cottages 01485 578354 www.nd-fc.co.uk
Norfolk Disabled Friendly Cottages are 8 beautifully kept, wheelchair friendly cottages on a working farm, near the beautiful North Norfolk coast. The cottages are equipped with fully adapted bathrooms and kitchens, stunning sitting room areas and Wi-Fi.

Disabled Holidays 01457 833 444 www.disabledholidays.com
The UK's largest accessible holiday specialist, their website has information on holidays, including a section on Norfolk.

Disability Holidays Guide www.disabilityholidaysguide.com
Search accessible accommodation, disability holidays, specialist tour operators, holiday care, transport, mobility equipment hire and more...

Visit England www.visitengland.com/plan-your-visit/access-all/national-accessible-scheme
The NAS helps you find accommodation to suit your needs, independently assessed by trained assessors against demanding criteria. Ratings are split into 3 categories - Mobility impaired and older people, visually impaired and blind people, and hearing impaired and deaf people.

Out and About: Museums and Steam Trains

Cromer Museum

NR27 9HB

All public galleries and spaces are fully accessible. A lift connects the ground and first floor of the museum. Carers are not charged admission. Assistance dogs are welcome. Interpretation notes are available for companions of blind and visually impaired visitors. Disabled Parking available nearby in town centre. For more information **phone** 01263 513543

The Mo—Sheringham Museum

NR26 8BG

The museum is fully accessible, with lift access to all three floors and room for wheelchairs in all exhibition areas. To avoid those seawall steps you can take the ramp to the left when you reach the seawall, not right, then double back to the museum entrance. Large versions of display text are available from reception. Complimentary ticket for companions. For more details **phone** 01263 824482

Henry Blogg Museum

Cromer NR27 9HE

There is no parking available at the museum but there disabled parking on the Promenade allowing level access to the museum or passengers can be dropped off at the museum. The building is fully accessible for wheelchair users with an internal lift and mezzanine. For more details please **phone** 01263 511294

Thursford Collection between Fakenham and Holt NR21 0AS

Free Parking. Large, gravel Car Park has designated spaces for disabled parking. A hard surface path leads from the car park to the complex. Wheelchair accessible toilets are located on the ground floor in the main complex and in the courtyard, but not in the car park. Essential carers get free access. For more details please **phone** 01328 878477

North Norfolk Railway at Sheringham, Weybourne and Holt

Although the majority of the services include one of the two specially refurbished coaches which accommodate wheelchair users, we would recommend a phone call before the day of travel so they can try to arrange for the necessary accommodation to be available for you. Although there are usually toilets on each train, the width of the corridor does not permit the passage of a wheelchair. For passengers with limited mobility we can accommodate wheelchairs in our brake van whilst the passenger travels with their friends in our standard coaches. Guide dogs are welcome, free of charge. For more details please **phone 01263 820800**

Bure Valley Railway Wroxham & Aylsham

The Bure Valley Railway offers a fully accessible experience for a great day out. Both Aylsham and Wroxham stations are all on one level. There are six specially designed coaches which can carry wheelchairs easily. Each has a special seating arrangement plus double doors on both sides and detachable ramps. Each accommodates four manual wheelchairs securely. Other types of wheelchair may be carried depending on their size. When the BVR is running a full three-train service, every train normally has two of these coaches, giving disabled passengers a completely free choice of which train to catch. Small electric scooters or wheelchairs can be accommodated within accessible carriages provided they are not too large, or heavy. For more details **phone 01263 733858**

Out & About: Entertainment

Cromer Pier Pavilion Theatre NR27 9HE www.cromerpier.co.uk
Disabled Parking is available on Cromer Promenade and there is also a drop-off point here, for those parking in the town and taxi-ing down to the pier. There are ramps to the Pier entrance and wheelchair access to the Pavilion Bar and Theatre. Limited wheelchair positions are available in the auditorium, and very limited wheelchair storage is available. Please check with the Box Office team at the time of booking. Mobility scooters must be parked outside and not in the Pavilion Bar or Auditorium. Guide dogs are welcome and a Disabled toilet is located in the Pavilion Bar foyer. There is also a Disabled toilet in Tides Restaurant. The venue has a Hearing Loop System: handsets or neck loops are available. Pre-booking of these is advisable. For more details and to book, please **phone** the Box Office team 01263 512495

Sheringham Little Theatre NR26 8RE
www.sheringhamlittletheatre.com

The box office, bar, foyer, separate signposted toilet and auditorium are fully accessible. The auditorium is fitted with an induction loop for the hard of hearing. Certain seats are removable to accommodate wheelchairs (please book your ticket in advance if you require this service). Carers may receive a concessionary rate. Guide dogs welcome. For more details and to book, please **phone** the Box Office 01263 822347

Auden Theatre Gresham School, Holt NR25 6EA
www.audentheatre.co.uk

The foyer and auditorium are wheelchair accessible with designated parking behind the theatre. Please book in advance, mentioning your requirements. The auditorium is fitted with an infrared hearing loop. For more details and to book, please **phone** the Box Office 01263 713444

Regal Movieplex Cinema Hans Place, Cromer NR27 9EQ
cromer.merlincinemas.co.uk

Wheelchair spaces are available in screens 1 and 4, please reserve these places in advance. An induction loop is provided in screens 1 and 2, rows F to J. To use this facility, please advise the Box Office staff when booking. For more details and to book contact the Box Office 01263 510151

Out and About: Nature Reserves, Boardwalks and Easy Access Walks

Blickling Hall, Gardens & Park (National Trust) NR11 6NF

Pay & Display Car Park, Free to National Trust Members

The house, garden, cafes, shops and wider estate are open all year round. You'll find ramps, smooth terrain and a multi-use trail for easy access whatever the weather. Blickling is equipped with ramps and lift access, so visitors can enjoy seeing the hall's impressive rooms and intriguing collections. With smooth paths throughout the garden and walled garden, you can enjoy seeing centuries of expert planting all year round. The multi use trail through the parkland is an accessible route for all abilities, open all year round. The terrain is suitable for both buggies and adapted wheelchair users, so whatever the weather, this four-mile trail will show you all the highlights of the wider estate. Wheelchairs and mobility scooters are available to hire for use in the garden. An adapted map for a useful guide to exploring the best bits, whilst avoiding steps and other obstacles is available. Toilets are available at Blickling's Estate Barn, East Wing and Farmyard area. For more details **phone** 01263 738030

Sheringham Park (National Trust) NR26 8TL

Pay & Display Car Park, Free to National Trust Members

Disabled parking in the main car park is 60 yards from the Visitor Centre. A map of accessible routes is also available from the Visitor Centre. Adapted toilets are located near the Visitor Centre and there are 3 wheelchairs and a mobility scooter available to borrow. Grounds are partly accessible, grass and hard gravel paths, undulating terrain.

For more details **phone** the Visitor Centre 01263 820550

Holt Country Park NR25 6SP

Disabled pay and display parking close to Disabled Toilet. Covered seating/picnic area, play area with seats. Easy going waymarked woodland walk suitable for wheel-chairs and pushchairs in dry weather as path is not paved/ hard-surfaced. **Tel:** 01263 516001

Felbrigg Hall, Gardens & Park (National Trust)

NR11 8PR

Pay & Display Car Park, Free to National Trust Members

There is designated disabled parking at the front of the main car park. Manual wheelchairs are available to borrow from the Visitor Reception, and a manual wheelchair and three personal mobility scooters are available to borrow from the Walled Garden Reception point. (Please note that bookings or reservations are not taken for these). Braille and large print guides available upon request from the entrance into the Hall. Reception, Squires Pantry and Shop are fully accessible to wheelchair users and an accessible toilet is available close to Visitor Reception. A map of accessible estate and garden routes is available on request from Visitor Reception. There is level access to the hall and gardens and all-weather paths through the woods. The Victory V path to the viewpoint is about 1 mile there and straight back, or 2 miles to continue through the woods and back along the drive to the hall, using the all-weather paths. For more details **phone** 01263 837444, or access the Norfolk Coast Area of Outstanding Natural Beauty on-line leaflet: www.norfolkcoastaonb.org.uk/mediaps/pdfuploads/pd002077.pdf

Pensthorpe Natural Park

NR21 0LN

Free Parking; Open Daily

The reserve has designated paths for wheelchairs and pushchairs which can be pointed out to you by Pensthorpe staff on the day. Unfortunately, electric scooters are not available on site to hire, but a standard, push-along wheelchair is available for free. This can be reserved in advance for your visit and picked up from the viewing gallery. Please feel free to use your own electric scooter on the wheelchair friendly paths. There are seven disabled toilets on site: Found in the main toilet block, the Courtyard café, WildRootz and Hootz House. All have an optional raised toilet seat, moveable hand rails as well as an alarm system. For more details **phone** 01328 851465 or visit their website at www.pensthorpe.com

Holkham Beach

NR23 1AB (Pay & Display Car Park)

Turn left at the bottom of Lady Anne's Drive, on the A149 (opposite The Victoria Hotel), following the sign-post 'Easy access trail to hide ½ mile, 4 rest stops'. There is a hard-surfaced track with the pinewoods on the right, passing a small lagoon on your left. The George Washington Hide is half a mile on the left. From here there is also boardwalk access to the beach viewing platform. For more details **phone** Holkham Hall on 01328 713111, visit the Holkham Beach website (www.holkham.co.uk/nature-reserve-beach/the-beach/beach-walk) or access the Norfolk Coast Area of Outstanding Natural Beauty on-line leaflet (www.norfolkcoastaonb.org.uk/mediaps/pdfuploads/pd002035.pdf)

Fairhaven Woodland and Water Gardens

NR13 6DZ

The garden, tea room, gift shop, plant sales and one boat are fully accessible. Three mobility scooters and two wheelchairs are available to borrow for your visit (please book in advance). A small donation to help maintain them is requested. As this is a woodland garden, some areas may be a little bumpy. With the help of grant funding a sensory garden has been created with mobility and visually impaired visitors in mind. Most of the information boards throughout the garden have Braille panels. Hearing loops are installed in the tea room, gift shop and on the boat Primrose. It is advisable to contact the gardens on the morning of your visit to confirm facilities are available, as sometimes weather conditions can restrict availability. For more details **phone** 01603 270449

Titchwell Marsh (RSPB)

PE31 8BB

Parking £5; Open daily; Free Entry

Parking charges apply for non-members. Free parking is available for carer or essential companion with disabled visitor. Two pushed wheelchairs available for hire free of charge. Assistance Dogs are permitted. The nature trails are mostly flat, boardwalks and rolled sand and gravel surfaces. There are four hides accessible via ramps/slopes. A unisex accessible toilet in the main toilet block near car park 200 metres from the visitor centre. For more details **phone** 01485 210779

Out & About: Norfolk Broads

Broads Tours - Day Boat Hire

Wroxham, NR12 8RX

Have one standard day boat, fitted with a wheelchair lift suitable for a maximum weight of 160kg. Available for a minimum of 3 hours. Pre-booking is essential for this boat. Extra assistance is available. Guide Dogs welcome. Email: info@broads.co.uk Tel: 01603 782207

Broads Tours - River Trips

Wheelchair users are very welcome on all River Trips. Transfer onto the boats is via a hydraulic lift; these lifts are subject to a maximum weight and the turning ability of the wheelchair. Therefore some electric wheelchairs and mobility scooters are not able to access boarding via the lifts. One manual wheelchair is available to use for the duration of the trip if the wheelchair user is able to easily transfer from their own chair (please note free loan of our wheelchair is subject to availability). For more details and booking phone 01603 782207 or visit www.broadstours.co.uk

Ra - River Trips

Ra was Britain's first solar-powered passenger boat. It takes groups around the Great Broad at Whitlingham Country Park on the edge of Norwich for the chance to see Broads wildlife close to the city. Ra has a ramp so is available to wheelchair users and takes up to 12 passengers. For more details and to book phone 01603 756094 / 01603 617332

Southern Comfort Paddle Boat River Trips

from Horning, NR12 8AA

River trips are either 1 ½ hours or 2 hours in length. The lower deck has a plush lounge seating 46 and also has a fully stocked bar at reasonable prices. Snacks, souvenirs and freshly made tea and coffee are available throughout each tour. There are toilets on the vessel. Wheelchairs are welcome and can be wheeled aboard. Booking is strongly recommended. For more details and booking phone 01692 630262

Wheely Boat Trips at Waterside Rollesby

NR29 5EF

The Waterside Rollesby has its very own brand new wheelchair accessible 'Wheelyboat' called 'Stuart's Dream'. The boat is 17ft long and has a carrying capacity of eight people including wheelchairs (maximum load 1,000 kilos). "We accept wheelchairs of all shapes and sizes and will do our very best to accommodate our customers, providing access for all is very important to us!" For more details and booking **phone** The Waterside on 01493 740531

Waveney Stardust

various locations on Norfolk Broads

Broadland cruises for disabled and/ or elderly people in private parties or organised outings on the Norfolk Broads. **Tel:** 07817 920502
www.waveneystardust.co.uk

Out & About: Zoos and Attractions

Amazona Zoo

Cromer, NR27 9JG

Free Parking

Full wheelchair access to the whole site. With 2 disabled toilets. For more details **phone** 01263 510741

Hillside Animal Sanctuary

West Runton, NR27 9QH

Free Parking

Disabled toilet and wheelchair access to all areas. For more details **phone** 01603 736200

Wroxham Barns

Nr. Wroxham, NR12 8QU

Free Parking

Wheelchair access to most areas. Paths are made of a variety of hard surfaces. Where paths are gravel, the base is honeycomb to give purchase for wheelchairs and pushchairs. Assistance dogs are welcome in all areas. Disabled toilet on site. For more details please **phone** 01603 783762

Some Useful Contacts

Nancy Oldfield Trust - offers disabled and socially disadvantaged people excitement, freedom, adventure, and provide wheelchair access on the Norfolk Broads. Cruisers, Sailing Boats, Canoes & Accommodation. **Address:** The Nancy Oldfield Trust, Irstead Road, Neatishead, Norwich NR12 8BJ **Tel:** 01692 630572 www.nancyoldfield.org.uk

Waveney Sailability - Enables people with disabilities to enjoy sailing in all its guises. You can learn to sail and compete within the club and also join in with other sailing events which take place at Oulton Broad throughout the sailing season. For information **phone** 01493 663 837 or contact Oulton Broad Water Sports Centre on 01502 587163 www.waveneysailability.co.uk

Waveney Stardust - A registered charity whose mission is to provide safe, subsidised and enjoyable river cruises for the disabled and/or elderly, people who would not otherwise be able to access the pleasures of the Broadland Waterways, including their family and friends. **Tel:** 07817 920502 www.waveneystardust.co.uk

Norfolk Coast Riding for the Disabled - Provide school age children and adults with the opportunity to experience the horses and ponies from the North Norfolk Riding Centre based in Little Walsingham. Please **phone** for more details on 01263 740466 or visit the website. www.norfolkcoastrda.org

About With Friends - Cromer-based support group, with café at 9 Tucker Street, Cromer. For details **phone** 01263 515230 www.aboutwithfriends.co.uk

RADAR Key Accessible Toilets



Blakeney	The Quay, NR25 7NF
Cromer	North Norfolk Visitor Centre, Louden Road, NR27 9EF Car & Coach Park, Cadogan Road, NR27 9HT The Pier, NR27 9HE Rocket House, Ground Floor, NR27 9HE Car Park, Runton Road, NR27 9AR Honey Pot Café, Louden Rd. NR27 9EF
East Runton	Beach Road, NR27 9PA (Mid-March to October)
Fakenham	Bridge Road, NR21 9AG Highfields, NR21 9AD Queens Road, NR21 8BS
Glandford	Manor Farm Barns, NR25 7JP
Happisburgh	Cart Gap, NR12 0QL
Holt	Albert Street, NR25 6HX Holt Country Park, NR25 6SP
Mundesley	Marina Road, NR11 8BG The Promenade, NR11 8BQ (Mid-March to October)
North Walsham	New Road Car Park, NR28 9DE
Overstrand	Paul's Lane Car Park, NR27 0PE
Sea Palling	Beach Road, NR12 0AL (Mid-March to October)
Sheringham	High Street, NR26 8JR Station Approach, NR27 8RA East Promenade, NR26 8BH
Wells	Beach Road, NR23 1DT