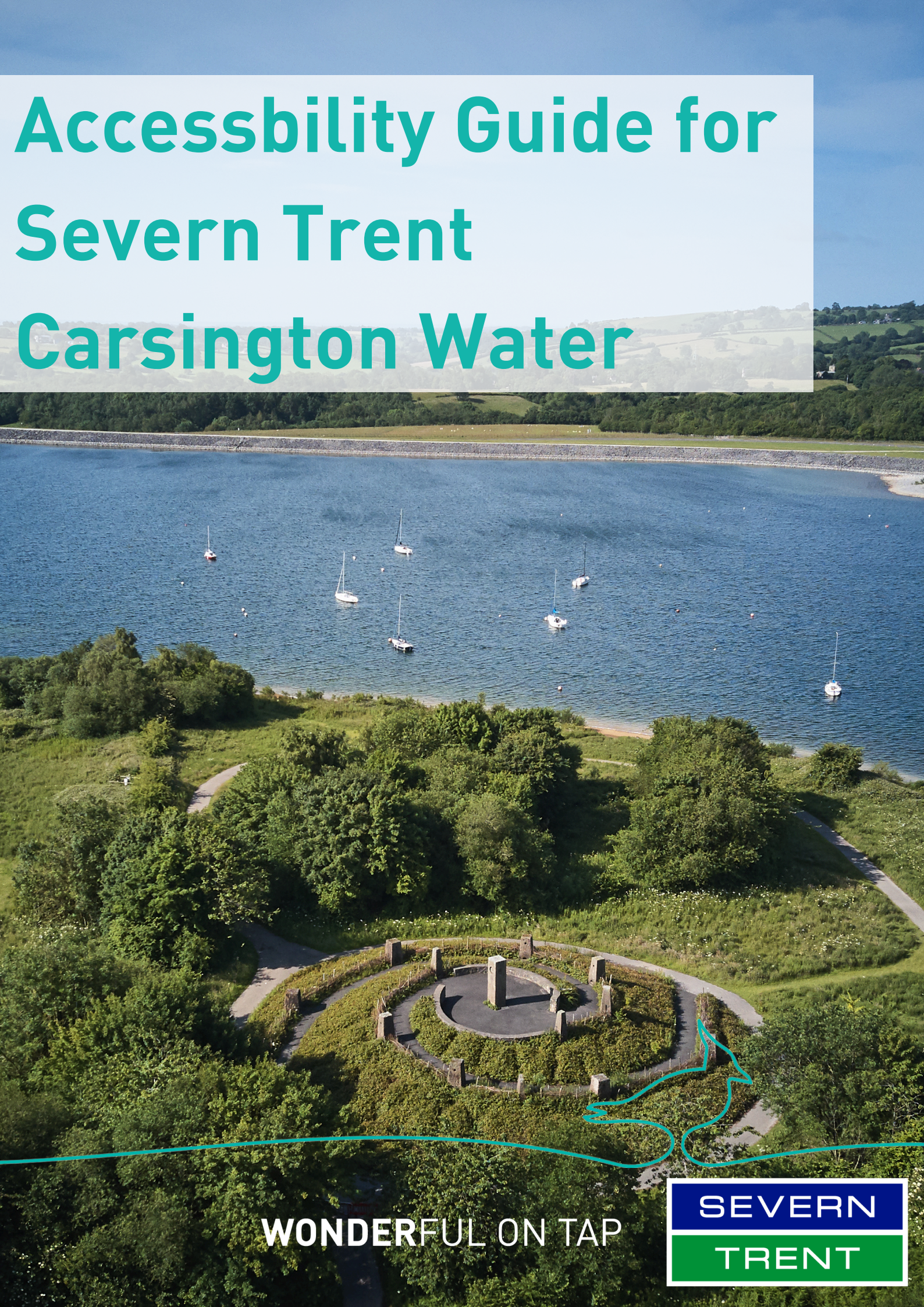
Accessbility Guide for Severn Trent Carsington Water



WONDERFUL ON TAP

SEVERN TRENT

Welcome to Severn Trent Carsington Water

Located on the edge of the Peak District, Severn Trent's Carsington Water will provide you with a wonderful day out in which you can explore stunning countryside and nature at its finest.

Whether you want to explore our wonderful routes and trails, visit our shops, learn about water or enjoy an afternoon tea overlooking the UK's ninth largest reservoir, there is something for everyone.

The Visitor Centre is fully accessible for wheelchair users and can cater for a variety of access requirements.

Please contact us for further information regarding accessibility or if you need any support planning your visit.

carsingtonwater@severntrent.co.uk

0330 678 0701



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Overview

Level Access

There is level access or lift access from the main entrance to:

- Watermark Cafe
- Mainsail Restaurant & Terrace
- Splatz Ice Cream Parlour
- Reception Desk
- Courtyard Toilets & Baby Change
- Visitor Centre Toilets
- Changing Places
- RSPB Shop
- Clothing at Carsington
- The Henmore Room
- The Hays Room

There is level access from the car park to:

- Sheepwash Car Park
- Millfields Car Park
- Millfields car park toilets & baby change
- Courtyard
- Children's play area
- The Carsington Sailing Club
- Lane End Hide
- Paul Stanley Hide
- Sheepwash hide
- Carsington Waterside



Visitor Centre main entrance



Restaurant outdoor seating area



Play area

Access with steps

There are steps from the main entrance to:

- First Aid Room

Hearing

- We have a hearing loop in the Visitor Centre.

Visual

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.

Toilet Facilities

- There are three accessibile toilets in the visitor centre and one at Millfields car park.
- There is one Changing Place at the main visitor centre.

Getting here

Address

Carsington Water Visitor Centre
Big Lane
Ashbourne
Derbyshire
DE6 1ST



Public Transport

- You can get to Carsington Water by bus.
- The nearest bus stop is located at the front of the main entrance to the Visitor Centre providing connections to Ashbourne, Wirksworth and Matlock (110). The bus stop is 78 metres from the Visitor Centre entrance.

Parking

•Accessible parking is less than 50 metres from the main entrance.
•There is a drop-off point in the public bus stop. There is a dropped kerb available.
•From the car park to the entrance, there is level access and a permanent ramp.
•There are 23 Blue Badge parking spaces available at the main Visitor Centre car park. Automatic number plate recognition is in operation at the site. Charges apply for Blue Badge holders.

Arrival

Path to main entrance

- From the street to the main entrance, there is level access over tarmac and concrete slab paving.
- The path is sloped in places.



Accessible parking spaces in the main car park

Main Entrance

- The main entrance has level access.
- The door is 1470mm wide.
- The main door is sliding and automatic.



Visitor Centre main entrance

Getting around inside

Visual

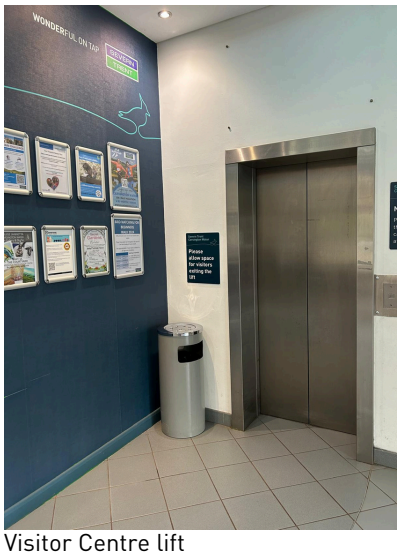
- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.



Visitor Centre foyer

Lift

- We have one lift available.
- You can get a lift to all floors.
- The lift door is 750mm wide.
- The lift is 1080mm wide and 1300mm deep.
- The lift buttons have raised numbers or letters.
- There is a maximum weight capacity (4 people)
- Emergency bell available


Visitor Centre lift

Reception

- From the main entrance to the reception desk, there is level access. The route is 1470mm wide, or more.
- There are automatic doors to reach reception.
- The desk has a low section.
- At reception you can speak to the team about the mobility trampers, wheelchairs and all terrain mountain trike that are available to use free of charge.
- Ear defenders and harness straps for the playground swing are also available to hire free of charge.
- The reception team are available to support with using the car parking machines or taking payments for parking at the reception desk.



Visitor Centre reception

Wonderful World of Water Exhibition

- Distance from the visitor centre entrance to the exhibition is 14 metres.
- The main route through the exhibition is 1330mm wide of more.
- Level access throughout
- Some low light areas throughout the exhibition with spotlights pointing down at displays.
- There are sounds throughout the exhibition, some of which are motion sensor triggered.
- Distance from the start of the exhibition to the exit is 31.5 metres.



Wonderful World of Water exhibition entrance

Public toilets

Courtyard Toilets

- There are two accessible toilets.
- From the main entrance to the public toilet there is level access. The route is 1470mm wide, or more.
- The toilet door is 850mm wide.
- There is 1000mm infront of the toilet. The toilet seat is 495mm high. The toilets have handrails.
- In the courtyard there is also a baby changing facility with a feeding room, and a changing place facility.



Courtyard accessible toilet

Changing Place

- There is a Changing Place available in the courtyard.
- From the main entrance to the changing place there is level access. The changing place is 45 metres from the main entrance.
- The direction of transfer onto the toilet is to the right.
- The toilet has handrails.
- There is a fold down changing bed with adjustable height, shower, hoist, toilet, sink with adjustable height and hand dryer.
- The door to the changing places is a manually operated door, 905mm wide. A RADAR key is required to open the door. If you do not have a RADAR key but require use of the facility one can be borrowed from reception.



Changing place interior



Changing place entrance

Visitor Centre Toilets

- There is one accessible toilets for disabled visitors available in the visitor centre, plus one baby changing facility.
- From the main entrance to the public toilet, there is level access and a lift available.
- From the lift to the accessible toilet, the route is 750mm wide, or more.
- The toilet door is 800mm wide
- The direction of transfer onto the toilet is to the left. There is 200mm at the side of the toilet and 1000mm in front of the toilet. The toilet seat is 495mm high. Handrails are available.



Visitor Centre accessible toilet

Facilities

RSPB Shop

- From the main entrance to the shop, there is level access. The route is 800mm wide or more.
- Hearing loop available



Courtyard

Freddie & Co

- From the main entrance to the shop, there is level access. The route is a minimum of 1450mm wide.
- The distance from the main entrance to the shop is 144.5 meters.
- The width of the route through the shop is a minimum of 690mm. Wheelchair access may be limited.



RSPB shop front

Bloomers Flower Shop

- From the main entrance to the shop, there is level access. The route is 1450mm wide.
- The distance from the main entrance to the shop is 34 meters.
- The width of the route through the shop is a minimum of 780mm wide.



RSPB shop interior

First Aid Room

- From the main entrance to the first aid room, there is one step. There is no lift and no ramp.
- Access is provided by speaking to the site team.

Henmore meeting room

- From the main entrance to this area, there is level access. There is a lift.
- From the lift to this area, the route is 900mm wide, or more. The door is 1500mm wide.



Henmore meeting room

Hayes meeting room

- From the main entrance to this area, there is level access. There is a lift.
- The door is 750mm wide.



Hayes meeting room

Places to eat & drink

Watermark Cafe

- From the main entrance to the dining area, there is level access. The route is 1400mm wide, or more. To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat and vegan specific diets.



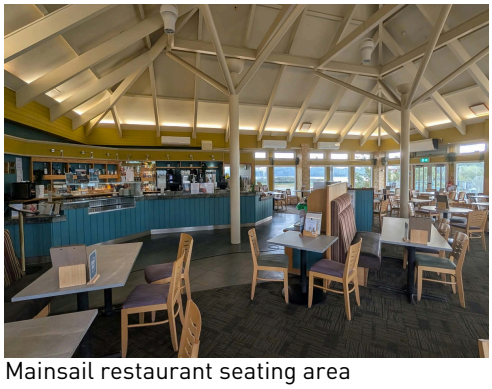
Watermark cafe shop area


Watermark cafe seating area

Mainsail Restaurant

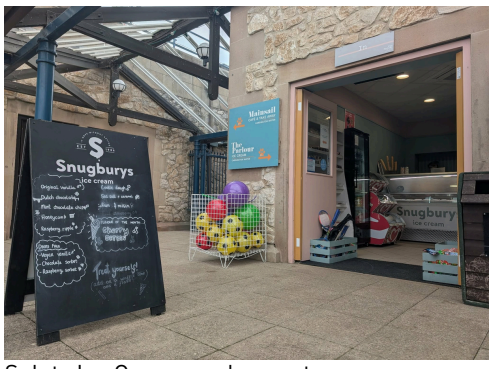
- From the main entrance to the dining area, there is level access. There is a lift. From the lift to dining area, the route is 1400mm wide, or more. To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- The table and plates have high colour contrast.
- The New Leaf catering team cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat and vegan specific diets.


Mainsail restaurant counter and till


Mainsail restaurant seating area

Splatz Ice Cream Parlour

- From the main entrance to the dining area, there is level access. The route is 1400mm wide, or more. To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is no background music.



Splatz Ice Cream parlour entrance

Picnic Areas

Thistley Hollow

- There is a permanent ramp. The path is 1500mm wide, or more.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- Please note: There are a limited number of picnic benches available of which are wheelchair accessible. Not all wheelchair accessible benches are accessible via pathways.


Thistley Hollow picnic bench

Visitor Centre

- From the car park to the picnic area, there is level access. There is a permanent ramp. The path is 1470mm wide, or more.
- The picnic area is situated to the rear of the Visitor Centre.
- You can bring your own food to the picnic area.


Picnic bench behind the Visitor Centre

Sheepwash Car Park

- From the car park to the picnic area, there is level access. Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- Please note: There are three picnic benches that are accesible for wheelchair users. Not all picnic tables are accessible by pathways.


Sheepwash car park picnic bench

Millfields Car Park

- From the car park to the picnic area, there is level access. There is a permanent ramp. The path is 1700mm wide, or more.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- Please note: Not all picnic tables are accessible by pathways.


Millfields car park picnic bench

Getting around outside

Bird Hides

Lane End Hide

- From the main entrance to this area, there is level access. There is a permanent ramp. The entrance is 900mm wide.
- Access via compacted Limestone gravel track.



Lane End bird hide

Paul Stanley Hide

- From the main entrance to this area, there is level access. The entrance is 1000mm wide.
- Access via gravel/ dirt path.



Paul Stanley bird hide

Sheepwash Hide

- From the main entrance to this area, there is level access. The entrance is 320mm wide.
- Access is via compacted Limestone gravel track.



Sheepwash bird hide

Play area

- From the main entrance to this area, there is level access. The entrance is 2400mm wide.
- We have designed our play area with inclusive access and activities in mind.
- Harness straps for the playground swing are available to hire free of charge from reception.



Playarea

Millfields car park - toilet

- From the main entrance to this area, there is level access. There is a permanent ramp.
- The door is 830mm wide



Millfields car park accessible toilet

Getting around outside

Walking trails

The Stones Island trail is our fully accessible route. The track surface is tarmac and flat throughout with lots of benches along the route.
The Dam trail and Reservoir trail are compacted limestone paths with a number of hills and a main road crossing on the dam trail.
The path across the top of the dam wall is flat and has a compacted limestone surface.


Dam trail


Accessible bike equipment

Carsington Waterside

- From the main entrance to the shop, there is level access. The route is 1470mm wide, or more.
- The route through the shop is 800mm wide, or more.
- Inclusive cycle equipment is available to hire, booking in advance required.
- For more information contact 01629 540478 or email enquiries@carsingtonwater.com


Water access ramp

Carsington Sailing Club

- From the main entrance to this area, there is level access. There is a permanent ramp.
- Carsington Sailing Club has specially designed fleet of boats designed for those with limited mobility including Hansa dinghies and a R S Venture Keel.
- The club offer a range training events and racing opportunities throught the year.
- For further information please contact 01629 540609.


Accessible boats


Accessible boats

Customer Care Support

Accessibility Equipment

- Wheelchairs are available free of charge. Please provide proof of ID when borrowing a wheelchair.
- A hearing loop is available in the Visitor Centre.
- Two Trampers are available to hire from reception free of charge, with a two hour use limit in place. The Trampers are hired on a first come first serve basis. Please provide proof of ID when hiring the Tramper. Please note to operate the Tramper you are required to twist the right or left handle and hold it to move.
- One Mountain Trike is available to hire for free from reception. We have two two-hour time slots available a day. Please provide proof of ID when hiring the Mountain Trike.
- Assistance dogs are welcome throughout our site. Toilet areas include (but are not limited to) Thistley Hollow and greens located around the Visitor Centre.
- At this time we do not currently have designated charging points for mobility scooters.



Mountain trike



Mobility trampers



Wheelchair

Emergency Evacuation Procedures

- We have emergency evacuation procedures for disabled visitors.
- In the event of an evacuation the Ranger Team will proceed to evacuate the buildings and the public are asked to meet at the fire evacuation point located in the Main Visitor Centre Car Park.
- There is a refuge point located on the restaurant balcony on the first floor.

When you arrive on site the team at reception will be happy to answer any additional questions or if you wish to speak to the team before arrival please use the contact details below.

Contact us for more information

carsingtonwater@severntrent.co.uk

0330 678 0701

Carsington Water sensory story

Scan the QR code to access our sensory story