

# WELCOME TO ULLSWATER 'STEAMERS'

*An award winning environmental  
accredited Lake District  
attraction...*

**GLENRIDDING PIER HOUSE,  
GLENRIDDING, CUMBRIA, CA11  
0US | 017684 82229  
ENQUIRIES@ULLSWATER-  
STEAMERS.CO.UK**

This access statement does not  
contain personal opinions as to our  
suitability for those with access  
needs, but aims to accurately  
describe the facilities and services  
that we offer all our guests/visitors.

## ACCESSIBILITY STATEMENT





# INTRODUCTION

Ullswater Steamers have been sailing on England's very own "Lake Lucerne" since 1859. The steamers provide the perfect opportunity to combine a cruise with some of the most famous and spectacular walks in the Lake District.

- A fleet of five classic beautifully preserved vessels
- The main landing stages are at Glenridding and Pooley Bridge
- Easy accessible wide (100cms) board walk ramp to reception/booking area
- Disabled toilet facility in main area
- Tearoom/coffee bar with movable seating
- Information TV screen
- Accessible outdoor seating area with picnic benches
- Gift Shop
- Accessible meadow area with seating
- Large car park, with disabled parking spaces by main entrance
- Wheelchairs are available if required
- Motorised chairs and mobility scooters are not allowed on the piers
- Special portable ramps allow access onto the vessels
- Hearing loops at both Pier Houses
- Free wi-fi and audio commentary app
- Dogs are welcome

The other landing stage at Pooley Bridge has all the above facilities but has no car parking apart from a small drop off area and bus stop.

**We would recommend that you start your lake cruise from Glenridding Pier.**

The staffs are friendly, welcoming, highly trained, and knowledgeable and they go out of their way to ensure that each visitor is well treated according to their individual needs.







# PRE-ARRIVAL

A clearly worded leaflet is available describing the vessels with photos, a map and points of interest on the lake, sailing times and prices, main facilities, local attractions, diary dates and directions. The leaflet includes contact numbers, email and web site addresses. The leaflet is widely distributed to other tourist venues, hotels, guest houses, caravan parks and Tourist Information Centres.

Special leaflets are also produced covering:

- Group packages
- Speciality cruises
- Christmas cruises
- Special Events
- Language packs(French-German-Japanese-Dutch-Spanish)

All the above information can be found on: **ullswater-steamers.co.uk**

Image gallery:

**<https://www.pinterest.com/lakedistrictest/accessibility-at-the-attractions/>**

Video of attraction:

**[https://www.youtube.com/watch?feature=player\\_embedded&v=VjBHb9ib9ts](https://www.youtube.com/watch?feature=player_embedded&v=VjBHb9ib9ts)**





# GETTING HERE

Via Sat Nav:

**Glenridding** CA11 0US

**Pooley Bridge** CA10 2NN

Full clear directions to the attraction from the M6 motorway and surrounding areas and local locations are shown both on the website and in the leaflets.

## PUBLIC TRANSPORT

Both Pooley Bridge and Glenridding are served by Stagecoach easyAccess services (subject to availability) 108 & 508 from Penrith Railway station and Bus station. Approximately 20 minutes to Pooley Bridge and 45 minutes to Glenridding . Keswick and Windermere services in main holidays.

For full information and departure times see:

Stagecoach – The Lakes Connection timetable or visit: [golakestravel.co.uk](http://golakestravel.co.uk)

- Nearest train station is Penrith, served by Virgin Trains & First TransPennine
- Accessible Taxi services available

## ARRIVAL & CAR PARKING FACILITIES

- Well sign posted from main road
- Car Parking is pay and display
- Example charges are as follows: £3.00 for 3 hours (Round the lake cruise is approximately 120 minutes), £5.00 or 5 hours or £7.00 for 7 hours
- The main car park has spaces for approximately 70 cars
- There are 2 designated disabled spaces by reception area entrance walkway
- An overflow car is used during peak times
- Vehicles can be parked to allow rear access and there are no dropped kerbs
- Access to the main entrance is on tarmac (from the designated disabled parking area it is approximately 17 paces) and from all other areas on tarmac or gravel
- Large directional signs are located within the car parking areas
- Designated coach parking
- 2 electric car charging points
- Bike racks at both Pier Houses
- No queue policy in place
- Charging point







# MAIN ENTRANCE

## BOOKING OFFICE & TEA ROOM

### PUBLIC AREAS - GENERAL

- All internal areas are located on the same ground floor with no steps to negotiate allowing easy wheelchair access
- Access to all areas is on boarding with minimum of 100 cms wide walkway
- Tarmac parking area
- Gravel and grass paths lead to the seating areas and then onto mown grass.
- Hearing Loops at counters
- Free Wi-Fi
- Images and Video TV at Glenridding Pier House
- Free audio commentary app
- Seating is available in the Tearoom/Coffee Bar and there are numerous benches and picnic benches are available outside

### TOILET FACILITIES

- There is a disabled toilet(90 cms door width) in the main area
- There are ladies and gents toilets adjoining on the boardwalk
- Baby changing facilities are available
- Hand-washing facilities are located in all toilets

### TEAROOM/COFFEE BAR

- The eating area is located in the main reception area
- There are no steps to negotiate
- The furniture is all moveable and is of sturdy construction.
- Food in the tearoom is ordered at the counter, counter height 145 cms
- There is a range of cakes, biscuits, crisps and ice cream
- Sandwiches are also available
- No high chairs are available
- Food labelled for allergen information

**Please make sure staff are aware of any special requirements prior to purchasing food**

### SHOP

- In our Gift Shop (see Main entrance and Reception above) all items are clearly priced; many items are at low level, and staff are happy to provide assistance if required

### OUTDOOR FACILITIES

- Numerous seats and picnic benches available
- Access is by a level tarmac path on to level mown grass





# THE FLEET

## LADY WAKEFIELD (CAPACITY 150)

Built in 1949 and fully restored. This would be the first choice for the disabled traveller as the main lounge is accessible directly from the boarding ramp and has a fully accessible disabled toilet (door 80cms) all on the same level. There is space for wheelchairs outside on deck.

Below the main deck is a bar and seating area with a further toilet.

## LADY OF THE LAKE (CAPACITY 200)

Launched 1877, she is believed to be the oldest passenger working vessel in the world. Although accessible there are no disabled toilet facilities on board. However cruising time to Pooley Bridge, full length of the Lake, is only one hour and 5 minutes and there are disabled toilets at the pier for passengers to use.

## RAVEN (CAPACITY 246)

Launched in 1889, she is the largest of the fleet and was temporarily a Royal Yacht. Although accessible there are no disabled toilet facilities on board. However cruising time to Pooley Bridge, full length of the Lake, is only one hour and 5 minutes and there are disabled toilets at the pier for passengers to use

## THE LADY DOROTHY (CAPACITY 63)

The smallest member of the fleet and is suitable for smaller private groups or educational workshops. There is no access available on this vessel for those that require a wheelchair

## WESTERN BELLE (CAPACITY 160)

Our newest arrival, she joined us in 2011 from the River Tamar in Devon. Although accessible there are no disabled toilet facilities on board. However cruising time to Pooley Bridge, full length of the Lake, is only one hour and 5 minutes and there are disabled toilets at the pier for passengers to use

## ADDITIONAL INFORMATION:

- Fully licensed bars on board
- Seating on deck and in warm, comfortable and relaxing saloons ( steps down)
- Family tickets available

## CRUISE TIMES

- **Round the Lake** – 2 hours (Sail all day allows hop on/off all day )
- **Single length PB to GR** and vice versa – 1 hour:
- **Howtown** – 40 minutes (no facilities at HT) :
- **Aira Force** from GR – 20 minutes ( no access for wheelchairs onboard )







# AWARDS

- Visit England Excellence Visitor Attraction
- Visit England Green Tourism - Gold
- Green at Heart - Gold



## USEFUL CONTACTS

- Stagecoach – Disability help desk 0845 609 1266 Monday to Friday 0900 until 1700 (Typetalk) [cumbrianorthlancs.com/disabilityhelpdeskstagecoachbus.com](http://cumbrianorthlancs.com/disabilityhelpdeskstagecoachbus.com)
- Train information: 08457 48 49 50
- Ullswater Tourist Information Centre: Main Car Park at Glenridding
- Travel Line, Public Transport Information: 0871 200 22 33
- Weatherline: 0844 846 2444
- Vodafone is the better service provider in this area

# ADDITIONAL INFORMATION

- Open all year (Closed Christmas Eve and Christmas Day)
- There is no smoking allowed on board any of the vessels
- There is no smoking allowed within any of the buildings
- There is no smoking allowed on any of the piers
- Guide and service dogs allowed on board
- Carer travels free with fare paying disabled passenger on production of a PIP or DLA certificate
- First Aid facilities are located in main area or by contacting any member of staff. Trained First Aider's on site
- Wheelchairs can be borrowed, subject to availability
- Motorised chairs and mobility scooters are not allowed on the piers
- Gangways are designed to fit standard wheelchairs
- Safety loop after boarding
- Free Wi-Fi at Main Pier Houses
- No queue policy in place



# CONTACT INFORMATION

## FULL ADDRESS

Glenridding Pier House,  
Glenridding,  
Cumbria,  
CA11 0US

## TELEPHONE

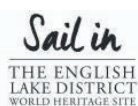
017684 82229

## WEBSITE

[ullswater-steamers.co.uk](http://ullswater-steamers.co.uk)

## EMAIL

[steamer@avenglass-railway.co.uk](mailto:steamer@avenglass-railway.co.uk)



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