

## Ullswater 'Steamers' Accessibility Guide

Welcome to Ullswater 'Steamers'. We are committed to ensuring that all visitors have a comfortable and inclusive experience. This guide outlines the accessibility features available at our venue to help you plan your visit.

### **Parking and arrival**

There are four accessible parking spaces available outside Glenridding pier house. However, Ullswater 'Steamers' does not provide parking at Pooley Bridge or Aira Force, and there is no parking at Howtown pier.

A step-free route with a firm surface leads from Glenridding car park to the entrance of the pier house.

Due to access limitations via the gangplanks, passengers requiring wheelchair access are advised to contact Ullswater 'Steamers' in advance to check boat suitability and current lake levels.

### **Glenridding and Pooley Bridge pier house facilities**

Both Glenridding and Pooley Bridge pier houses have step-free access and toilets which are accessible to wheelchair users. Glenridding pier house also offers food and drink, with access via a permanent ramp from the car park. While refreshments are available on board, the bar facilities on our 'steamers' are located on the lower levels and are not accessible to wheelchair users.

Outdoor seating is available at both Glenridding and Pooley Bridge pier houses, and table service can be provided upon request. A selection of food options are available, catering to various dietary requirements.

Hearing loops are installed in both pier houses, and some staff have received disability awareness and equality training to support visitors. Assistance dogs are welcome throughout the attraction free of charge, with water bowls provided outside the main pier houses.

### **Onboard facilities**

Due to the heritage nature of our vessels and their waterside location, we regret that our attraction is not suitable for motorised wheelchairs or mobility scooters. However, we do have manual wheelchairs available for use, which can be reserved in advance.

Onboard seating is available on all our 'steamers', but bar facilities are located on the lower decks, making them inaccessible to wheelchair users. Toilet access varies by vessel — M.V. Lady Wakefield has a toilet on the upper deck, while all other boats have toilet facilities on the lower decks, accessible only via steps. Unfortunately, wheelchair access is not possible to the lower decks.

All our boats feature an introductory audio commentary, providing insights into the views along the journey. Safety railings are in place around every outdoor deck.

Assistance dogs are welcome free of charge on board and throughout the attraction, with water bowls available outside the main pier houses. Staff receive accessibility and inclusivity training to assist visitors.

A carer may travel free of charge on a one-to-one basis. Standard tickets should be booked online, and proof of PIP or DLA can be presented upon arrival for a refund of the carer's ticket.

For a closer look at our boats, visitors can explore our 360-degree virtual tours from anywhere.

### General accessibility features

- **Wheelchair-accessible toilet in public areas:** A designated accessible toilet is available for wheelchair users and individuals with both visible and non-visible accessibility requirements.
- **Emergency evacuation plan for visitors with additional access requirements:** General Emergency Evacuation Plans are in place to ensure safety.
- **Accessibility and inclusivity awareness and training:** Some staff members have completed accessibility and inclusivity training.
- **Assistive listening system:** A hearing loop is available in both pier houses.
- **Facilities for assistance dogs:** Water bowls are provided and there are suitable exercise areas in the locality.

### Additional information

- **Detailed accessibility information:** Additional details are available online. Alternatively, you can contact us at:
  - Online form: <https://www.ullswater-steamers.co.uk/contact>
  - Telephone: 017684 82229
- **Familiarisation visits:** We offer familiarisation visits upon request, subject to staff availability, to help visitors get acquainted with our venue before booking or visiting.
- **Wheelchair and/or scooter loan:** We have wheelchairs available for use and can reserve these for visitors.

We are dedicated to making your visit as enjoyable and accessible as possible. Please feel free to reach out with any questions or specific requirements. We look forward to welcoming you!