

Avon Valley Railway

Accessibility statement

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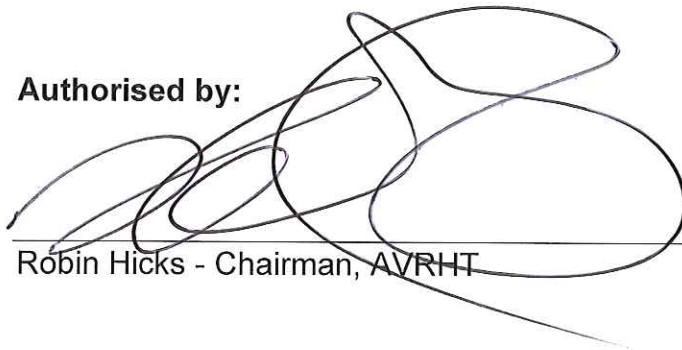
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Access Statement for Avon Valley Railway

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.

Introduction

Situated midway between Bristol and Bath, the Avon Valley Railway operates steam and heritage diesel trains for the enjoyment and education of the local community. Bitton Station is the main focal point of our attraction, featuring the ticket office, ticket hall, souvenir shop and visitor toilets within the old station building. Nearby and up a shallow slope is the station buffet, offering a wide selection of meals and snacks all year round. The buffet also houses our accessible toilet and indoor seating for customers.

Trains are accessible from the adjacent platform, accessible easily from the station and buffet buildings and on the same level as the visitor car park. All of our train services have wheelchair accessibility and our staff are happy to assist customers boarding the train and with general visitor information. There is a step between the train and platform edge however staff are trained in use of the accessibility ramps allowing access to the trains.

It should be noted that wheelchair customers travelling on the trains will pay the requisite fare, but one primary carer will travel free.

The trains run between our halts located at Oldland and at Riverside, with Bitton Station being located between them. There are no facilities or parking at Oldland and Riverside halts, though there is ramped access to the Bristol to Bath cycle path, which runs along the old rail track to Bath.

We look forward to welcoming you. If you have any queries or require any assistance please phone 0117 932 5538 or email info@avonvalleyrailway.org.

Pre-Arrival

- For full details and maps of how to reach us please see the Find Us section of our website. You can find links on our website to local transport operators and Transport Direct journey planning website.
- Our postcode for Satnav users is BS30 6HD

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- The nearest national rail station is Keynsham (http://www.nationalrail.co.uk/stations_destinations/KYN.aspx) which is 1.5 miles away from our Bitton Station (a 30 minute walk). This station is operated by First Great Western but is not staffed. There is accessible access to both platforms (to/from Bristol and Bath); both platforms have a help point, a shelter and seating.
- The nearest local bus stop is on Bath Road, near the petrol station, approximately 0.1 mile away from Bitton (a 3 minute walk). Access is by a medium-graded slope along the main access road to Bath Road and turning back. The bus stop has a shelter. Various local services are operated by First Bristol, Bath and West (<http://www.firstgroup.com/bristol-bath-and-west>)

Car Parking and Arrival

- There is limited parking on site for approximately 80 cars, with five clearly marked Blue Badge parking spaces, located close to the station and buffet buildings..
- On most running days, the car park is manned by a volunteer assistant who will help with accessible parking, if needed.
- The onsite car park surface is part tarmaced and part loose gravel although generally flat.
- There is availability on the station forecourt for Blue Badge Minibuses and coaches (no other parking is permitted), please check regarding availability by calling on 0117 932 5538, in advance.
- There is a council car park situated on the access slope between the A431 and the station complex, this has capacity for about 30 cars
- Accessible parking can be reserved close to the station entrance by calling the station on 0117 932 5538 in advance.
- All car parking is free

Main Entrance, Reception and Ticketing Area

- The main entrance and ticket office is situated in the old station building with good accessibility, the floor is smooth concrete.
- The area is evenly and well lit with overhead lighting from fluorescent lights.
- Staff are available to assist with any individual queries
- The doors from the forecourt into the booking hall are 1100mm /43.5 inches wide, as are the doors from the booking hall onto the platform
- The ticket desk has a glass screen, with apertures for paying and to facilitate hearing.
- Wheelchair loan is available, free of charge, on request.
- Hearing loops are not currently available.

Attraction (displays, exhibits, rides etc.)

- Guided tours operate on a regular basis (usually at least one per month) that allow audio interpretation of our site and railway exhibits.
- Braille and hearing loops are not currently available - please ask a member of staff for assistance.
- We do put on a number of themed events throughout the year for all ages, including Family Fun Days, 1940s Weekend, Santa Specials, Beer Festivals, where we welcome those with accessibility issues.

Public Toilets

- Public toilets (male and female) are located in the old station building; both have wash hand basin and hand driers and are well lit with overhead fluorescent lighting.
- Public toilets (unisex and accessible) are located in the buffet building between the servery area and the dining coaches; both have wash hand basin and hand driers.
- The accessible toilet has a 'call for aid' alarm system installed, easy access toilet and grab rail, and a seat height of 490mm/19ins., and a low level light switch.
- Access door to the disabled toilets is 860mm/334ins wide and to the non-disabled toilets 650mm/25,5ins wide.
- Baby changing facilities are available in the disabled toilet in the buffet building, and in the ladies toilet in the station building.

Catering

- The buffet building is adjacent to the station building, and is also at ground level, though there is a slight graded slop allowing access from the car park, station building and platforms.
- The entry and exit points to the building are via double doors, located at each end of the building. One half of each doorway is permanently in use, the other half bolted. Each half door opening is 1000mm/39ins wide.
- Outdoor seating area consists of picnic benches.
- Indoor seating area is located in two static carriages, Margaret and Rose, attached to the buffet servery. Access to these coaches is 780mm/31ins wide.
- Dining furniture consists of free-standing tables and chairs, which are well spaced apart with a clear height from the floor of 690mm/27ins.
- Staff will happily assist in setting up a table layout that best meets the requirements of our visitors.
- Lighting in all areas is natural daylight with overhead lighting used in the seating carriages.
- Where possible, all our food is locally produced. We do our best to cater for any dietary requirements, and have an up to date list of allergens prominently displayed at the ordering point.

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- All ordering of and payment for food and drink is undertaken in the buffet servery area
- Unisex and disabled toilet facilities are located in the lobby between the servery area and the two coaches.
- Waiter service brings all cooked food etc. to the table. Self service is available for drinks and cakes etc.

Shop

- The shop is situated in the station building, with level access from the platform area.
- The doorway is 880mm/34.5ins wide and is adjacent to the doorway from the platform into the booking hall.
- Products are on display at varying heights but staff are always on hand to help those that may require assistance.
- There is ample room within the shop for a large wheelchair and the shop is level throughout.

Grounds and Gardens

- Visitors have access to the station building, platforms, outdoor eating area and buffet.
- To the eastern side of the station building is a small garden area with paved paths on three sides and a number of benches, with flower beds on the fourth side.
- The garden is again on the same level as the station building, car park and platforms
- The central lawned area is reasonably flat and level, with the paved paths being about 600mm/23.5ins wide.
- The station is located on the Bristol to Bath cycle path, which is laid to tarmac and even.

Additional Information

- We have purpose built portable accessible ramps located on both our steam and diesel railcar trains.
- Our steam/diesel hauled services carry a guards carriage with a large area suitable for wheelchair accommodation - double doors give easy access with the ramp. There is limited seating for those accompanying those in a wheelchair.
- Our diesel railcar also has a guards compartment with a basic area suitable for wheelchair accommodation, however the accommodation is currently limited in comfort, and there is no additional seating for persons accompanying wheelchair users.
- For those that are not bound to a wheelchair, our staff will help wherever possible to help visitors to a conveniently located seat.

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- We have a limited number of wheelchairs that are free to use when using our trains.
- Please check with the station team by calling us on 0117 932 5538 should you wish to discuss any particular requirements
- We welcome trained assistance dogs, and water bowls are located at the main entrance, platform entrance and in the outdoor dining area.
- It should be noted that wheelchair customers travelling on the trains will pay the requisite fare, but one primary carer will travel free.
- Most AVR services can carry manual or powered wheelchairs, folded if necessary, up to the following limitations for safety reasons:
- Width: 700mm/27ins) Length (including footplates): 1200mm/47ins) Weight including passenger: 230kg (36 stone), the safe limit of our ramps.

Future Plans

- We are planning a review of our assistance equipment, including hearing loop.
- We are developing a new website that will be easier and clearer to use.
- We will continue to train our staff in helping customers with particular requirements.

Contact Information

Address (Inc. postcode):	Avon Valley Railway Bitton Station Bath Road Bitton Bristol BS30 6HD
Telephone:	0117 932 5538
Email:	info@avonvalleyrailway.org
Website:	www.avonvalleyrailway.org
Grid Reference:	ST 66979 70313
Hours Of Operation:	Station and buffet 09:00 - 17:00; shop 10:00 - 16:30 when trains operate. Trains usually operate 11:00 - 17:00. Seasonal variances apply. Trains don't operate every day.
Local Public Transport:	First operate local bus service - www.firstgroup.com/bristol-bath-and-west Great Western Railway operate local train services serving Bristol, Bath and Keynsham - www.gwr.com South West Trains operate occasional services serving Bristol, Bath and Keynsham - www.southwesttrains.co.uk