

## **Winchester Tourist Information Centre Access Statement**

Winchester Tourist Information Centre is located on the ground floor of Winchester Guildhall, a Grade II listed conference venue which also houses a café and award winning public toilets. The information centre provides a wide range of advice and help for residents and visitors.

### **Pre arrival**

- Telephone number: +44 (0)1962 840 500
- Fax number: +44 (0)1962 850 348
- Email address: [tourism@winchester.gov.uk](mailto:tourism@winchester.gov.uk)
- Website: [www.visitwinchester.co.uk](http://www.visitwinchester.co.uk)
- Postcode: SO23 9GH
- Winchester is situated on a hill that runs from west to east along a pedestrianised high street. Some of the routes within the city centre are therefore quite steep and they are cobbled in places. The Tourist Information Centre is located at the bottom of the high street
- Nearest railway station: Winchester, approximately 15 minutes walk at the west end of the High Street
- Nearest coach stop: King Alfred Statue, approximately two minutes walk at the east end of the High Street
- Local taxi companies do have accessible cars, please contact the following to pre-book:  
Wintax Taxis +44 (0)1962 878 727  
Wessex Cars +44 (0) 1962 877 749
- Nearest accessible toilet: inside Winchester Guildhall, along a gradual ramp from the main tourist information centre reception
- Assistance dogs welcome

### **Arrival and car parking facilities**

- The centre does not have its own dedicated car park, the nearest short stay car park is to the rear of the information centre in Colebrook Street
- There are a limited number of on road parking bays outside the tourist information centre which are free for blue badge holders to use (permits must be displayed).

### **Main entrance**

- The tourist information centres opening times are as follows:  
**May to September**  
Monday to Saturday 10am to 5pm  
Sundays and Bank Holidays 11am to 4pm  
**October to April**  
Monday to Saturday 10am to 5pm
- The main entrance is on ground level and there is one set of manual doors and one set of automatic doors to allow easy access
- Entry is free of charge
- The main reception desk has two low level counters and seating is available
- Staff are identifiable by a uniform and name badge

### **Public areas – general**

- The main information centre is all on one level, there is a gradual ramp leading towards the toilets and National Information section
- Lighting is high level and provided by spotlights
- Staff are on hand for difficult to reach items on the shelves
- All items are clearly priced
- Payment is accepted by cash, cheque or credit/debit card, if paying by card the PDQ machine can be moved to allow customers to enter their pin easily
- A hearing loop is available on request
- A magnifying glass can be provided on request
- Large print leaflets are available on request
- RADAR keys are available to hire or purchase

### **Additional information**

- The tourist information centre staff have participated in the Welcome All training course which aims to promote access for all
- Winchester Shopmobility is located on the Upper Parking level of The Brooks Shopping Centre. This is approximately a 10 minute walk from the information centre
- The information centre can provide visitors with information on accessible parking, attractions and accommodation either prior to their arrival by post or email or on arrival in the centre

We welcome your feedback to help us continually improve, if you have any comments please telephone 01962 840 500 or email [tourism@winchester.gov.uk](mailto:tourism@winchester.gov.uk)