



Winchester Visitor Information Centre

Access Statement

Winchester Visitor Information Centre is located on the ground floor of the Guildhall at the lower end of Winchester High Street, within the central part of the City. It is close to the main shopping area and attractions. The centre welcome visitors in person and the team are available to answer questions via telephone and email alongside a wealth of information on the website www.visitwinchester.co.uk.

The centre offers a range of services to all visitors including:

- Information about the City attractions, facilities and surrounding area (including the accessibility of various places).
- Information regarding travel both to and around the area by public transport
- Local information on events and activities.
- Providing a range of maps, visitor guides and regional leaflets.
- A gift shop showcasing some of Winchester's finest local products alongside general Winchester and UK souvenirs.

Contact details:

Winchester Visitor Information Centre
Guildhall
Winchester
Hampshire
SO23 9GH

Telephone: 01962 840 500

Email: tourism@winchester.gov.uk

Website: www.visitwinchester.co.uk

Getting here:

By Bus

The majority of buses stop in Winchester Bus Station or on The Broadway in front of Abbey Gardens.

Winchester Bus Station is situated directly opposite the entrance to the Visitor Information Centre. When leaving the bus station turn left. There is a pedestrian crossing point 20 metres away. Once across turn right and you will reach the VIC entrance.

The bus stops in front of Abbey Gardens are 20 metres away in the direction of Winchester High Street.

Most of the bus routes operated by Stagecoach use low floor 'easy access' buses which are wheelchair accessible. The Blue Star bus from Southampton is also wheelchair accessible.

The Winchester Park and Ride buses are wheelchair accessible and stop on The Broadway.

For further information on bus routes please ask the team in person or visit www.stagecoachbus.com/timetables

By Train

Winchester Railway station is situated 1.5 km (0.9 miles) from the Visitor Information Centre and is served by both South Western Railway and Cross Country services from London, the Midlands and North of England and the South Coast. There is a taxi rank directly outside the station (exit nearest platform 2) and there are bus stops directly outside with frequent services to the City Centre.

By Car

Drop off point: visitors to the centre can be dropped off outside the Visitor Information Centre entrance.

The nearest car park is on Colebrook Street (SO23 9LH). This is 150 metres (0.1 mile) from the VIC entrance. Disabled Parking Badge holders may presently park in any pay and display car park free of charge (with the exception of Middle Brook Street and Brooks Centre car parks) up to the stated car park time limits badge must be displayed.

There are certain bays within Winchester High Street (The Broadway) that are solely for use by Disabled Badge holders. These are within 50 metres of the Visitor Information Centre entrance.

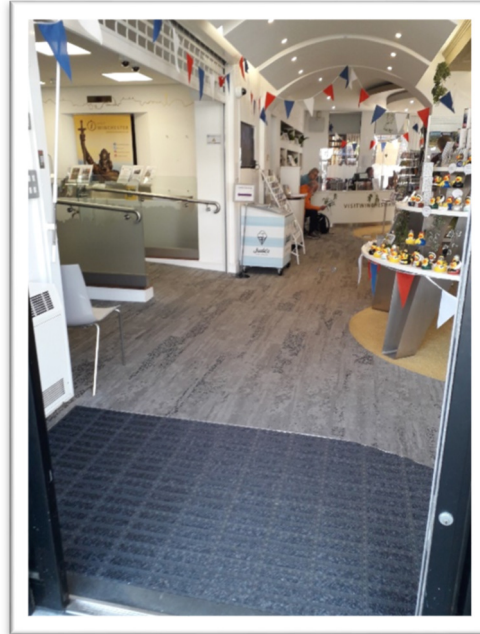
For further information on parking in Winchester and the Park and Ride service please visit www.winchester.gov.uk/parking

By Taxi

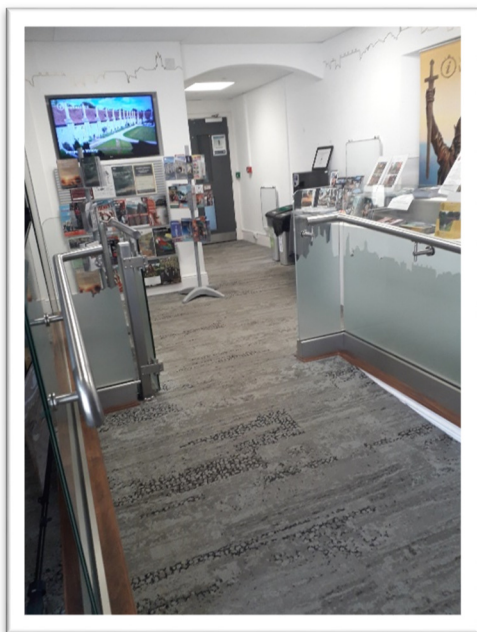
There is a taxi rank directly outside the main entrance of the Visitor Information Centre. Those that can provide wheelchair accessible vehicles are: Wessex Cars: 01962 877 749 and Wintax Cars: 01962 878 727

Entering the Centre

From the street to the main entrance there is level access. The main door is sliding and automatic and is 135 mm wide. There is a rear door to the centre which opens outwards and is 80mm wide.



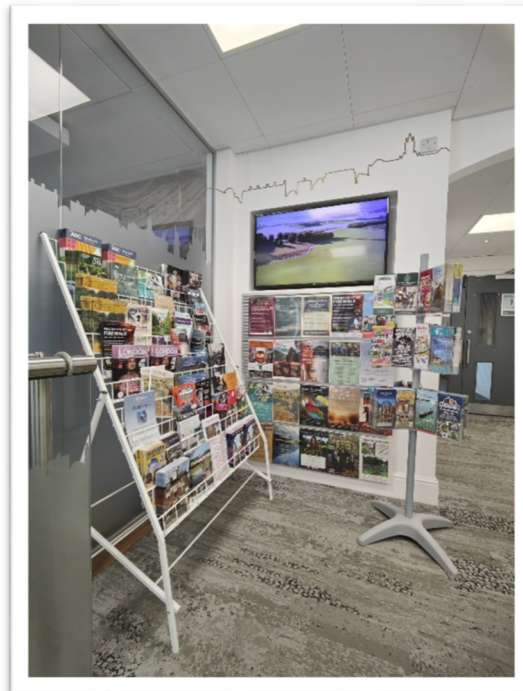
The floor around the centre is flat and carpeted. The information and retail space has been designed to ensure it is accessible for all and there is space to manoeuvre wheelchairs and pushchairs. There is a gentle incline up to the leaflet area which has a handrail on either side.



The centre has a low counter at the Visitor Information desk and there is a member of staff walking around the central area at all times to talk to visitors in the location which suits them best.



Information leaflets, maps and trails are located in easily accessible leaflet racks (heights 80 – 140cm.) If you require assistance reaching these or any retail products the team are more than happy to help.



Visual

The main doors to the centre are full height glass and have contrast markings.

The walls and doors have high colour contrast.

There is rubber textured matting inside the immediate door area prior to the centre being carpeted.

The visitor information centre is a bright and airy space with plenty of natural light.

The team are able to provide the visitor map and accessible trail in a large print format and have a magnifying sheet available.

Assistance dogs

The centre welcomes assistance dogs. The nearest dog toilet waste bins are provided in Abbey Gardens which is next door to the Visitor Information Centre. A water bowl and treats are available for dogs.

Hearing

The centre does not have any music playing and aims to provide a calm and quiet atmosphere. There are quieter areas where you are able to speak with members of the team if this is helpful.

Toilets

Unfortunately there are no public toilets within the building. The nearest public toilets are at the front of Abbey Gardens just to the right of the centre.

All public toilets in the city have accessible and baby change facilities and are marked on the city centre maps available from the Visitor Information Centre. The RADAR scheme is in use and keys are available for loan or purchase (£4.75) from the Visitor Information Centre.

The nearest Changing Places Toilet is available at The Arc, Jewry Street, SO23 8SB.

Quiet areas

The centre is able to provide a quiet area including an area where mothers can breastfeed on request.

The Visitor Information Centre is often quieter between 12noon and 2pm or between 4-5pm if you would prefer to visit during these times.

Safe Space

The centre is a designated Safe Space which allows anyone who needs help or support can come in and the team can help them contact their trusted person.

Shopmobility

Winchester's shopmobility service hires scooters or wheelchairs for a small charge. It is located on the upper parking level of the Brooks Car Park. These must be booked in advance by telephoning 01962 842 626.

Accessible Winchester

Winchester is historic in nature and streets can be narrow and uneven. The city 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 Winchester Accessible trail is available to either download from the website (www.visitwinchester.co.uk/brochures) or paper copies are available from the centre free of charge.

Our team

All staff all have disability awareness and dementia friendly training. If there is anything else you wish to know prior to your visit or you have a question while you are in the city please do not hesitate to contact the team – they are here to help you!