

### **Accessibility in White Cliffs Country**

The nature of the White Cliffs Country can unfortunately present some inherent problems common to many historical towns and cities. The Dover castle is on a steep hill and some of the shops, restaurants and hotels are sometimes less accessible to wheelchair users because of their historic nature.

### **Attractions**

#### **Dover Museum and Bronze Age Boat Gallery**

01304 201066

[www.dovermuseum.co.uk](http://www.dovermuseum.co.uk)

The districts largest and most varied museum, including the Award winning Bronze Age Boat Gallery.

Dover Museum is fully accessible for wheelchair users.

Disabled Toilet.

#### **Pines Garden & St. Margaret's Museum**

01304 851737 (Garden) / 01304 853173 (Tea Room)

[www.baytrust.org.uk](http://www.baytrust.org.uk)

Organic garden offering open space, trees, Lake and beautiful views of the cliffs.

Disability access to both attractions.

Concessionary prices available to disabled visitors.

Disabled Toilets in the Garden and at the Museum/Tea room.

#### **The Roman Painted House**

01304 203279

[www.theromanpaintedhouse.co.uk](http://www.theromanpaintedhouse.co.uk)

Exceptionally well-preserved Roman Official Hotel with extensive wall painting and under floor heating.

Limited access only (top gallery which has a glass viewing panel)

No Disabled Toilet.

#### **Samphire Hoe**

01304 225649

[www.samphirehoe.com](http://www.samphirehoe.com)

Much of Samphire Hoe is accessible for wheelchair users. The recommended route from the front car park is the path signposted "West Shore via the Hoe". The full circuit is 2km, the section through the Hoe is tarmac with fine gravel, and the sea wall is smooth concrete. The average gradient is 1:5 with some steeper sections.

Occasional cross slopes max 1:25.

Disabled Toilet.

#### **Crabble Corn Mill**

01304 823292

[www.ccmt.org.uk](http://www.ccmt.org.uk)

Built in 1812, Crabble Mill is the only working water mill in Kent and classed as Europe's finest.

Due to the nature of the building access for the disabled is limited (1st 2 levels only), although every effort will be made to accommodate visitors where possible.

No Disabled Toilet.

**Little Farthingloe Farm & The Women's Land Army Museum**

01304 212040

Disabled access to all areas apart from some woodland nature trails.  
Disabled Toilets located at the Tearooms.

**Sandwich Guildhall Museum**

01304 617197

[www.sandwichtowncouncil.gov.uk](http://www.sandwichtowncouncil.gov.uk)

Built in the reign of Elizabeth I. Tours include the ancient Court Room, Council Chamber and Mayor's Parlour.

Access for the disabled, suitable for wheelchair users.

Parking and refreshments nearby.

Disabled Toilets located on The Quay.

**Kearsney Abbey**

01304 824880 Picturesque parkland located on the outskirts of Dover. Concrete paths run throughout the park making it suitable for wheelchair users. Parking and Disabled Toilets available on site.

**White Mill Rural Heritage Centre**

[www.whitemillheritagecentre.org.uk](http://www.whitemillheritagecentre.org.uk)

07900 531 284

Restored Smock Mill built in 1760. Original working machinery and displays.

Due to the nature of the buildings limited access in all areas particularly for wheelchair users.

Disabled Toilet on site.

**Goodnestone Park Gardens**

Near CANTERBURY

01304 840107

[www.goodnestoneparkgardens.co.uk](http://www.goodnestoneparkgardens.co.uk)

Considered to be one the best gardens in the South East. Connections with Jane Austen.

Wheelchair access to the majority of the gardens

Accessible toilets

2 Wheelchairs available for use

Concession for the disabled only

### **English Heritage**

English Heritage publish a free accessibility guide - to request a copy or ask any other questions regarding accessibility to sites, telephone 0870 3331181 or use minicom numbers 01793 414878 or 0800 0150516.

There is no charge for assisting companions and assistance and companion dogs are welcome, with water bowls available on request. English Heritage suggest that whenever possible, visitors with disabilities contact the property they wish to visit a few days in advance for details about particular aspects of their visit.

The following information regarding specific properties was taken from their web site <http://www.english-heritage.org.uk/> (which is accessible for e-text users)

### **Deal Castle**

Tel. 01304 372762

Wheelchair access, free audio tours available.

Wheelchair and mobility scooter loan unavailable.

Assistance Dogs welcome.

**Castle:** accessible via flagstone path and wooden drawbridge. Gatehouse, courtyard and ground floor accessible to visitors in wheelchairs. Wide spiral staircase to upper floors (one handrail). Access to interactive exhibition in basement via a flight of stone steps. No lift access.

**Parking:** parking for disabled visitors opposite castle in grounds of custodian's cottage. Hearing Impaired Visitors Audio tour with hearing loop included in admission price. Script available.

**Toilets:** no wheelchair access.

**Shop:** Two steps and narrow doorway; assistance required. Large gate can be opened for easier access to courtyard.

### **Dover Castle**

Tel. 01304 211067

**Castle and grounds:** Extensive grounds mainly accessible on tarmac paths but there are some very steep slopes. Land train available.

**Secret Wartime Tunnels:** Good access for wheelchair users but entry is down a steep slope. Four mobility scooters and two manual wheelchairs are available and wheelchair routes and guides are also available.

**Parking** within castle, 100m from keep. Disabled visitors may use Palace Green car park next to keep to avoid steep path from Constable's Tower and cobbled drawbridge. Two motorised wheelchairs available. Visually Impaired Visitors Braille guide and disabled orientation map available. Hearing Impaired Visitors Hearing dog's welcome. Some hearing loops available.

**Toilets:** Adapted WCs available, ramped access beside keep and Secret Wartime Tunnels. Shop: Level access. Restaurant and cafe: Level access.

### **Richborough Roman Fort and Amphitheatre**

01304 612013

**Fort and grounds:** All parts accessed via uneven ground, steps and banks. Parking: 100m from entrance, loose gravel surface. Disabled drivers can drive to museum building; gates will be opened. Hearing Impaired Visitors: Audio tour with hearing loop included in admission price.

Visitors with Learning Difficulties - Basic language audio tour included in admission price.

Toilets: Accessible WC, closed in winter.

Assistance Dogs welcome. No wheelchair or mobility scooter loan available.

**Walmer Castle**

Tel. 01304 364288

**Castle:** Via cobbled and flagstone walkway and wooden drawbridge. Gatehouse and ground floor rooms accessible via ramps. Easy flight of stairs to upper floor with handrail. (Upper floor not wheelchair accessible)

**Gardens:** Main route from house is not practical but there is an alternative route via a side gate. Smooth grass and gravel paths within grounds.

**Parking:** Disabled passengers can be dropped off at castle entrance; please telephone in advance to make arrangements for parking on site. Visually Impaired Visitors: Audio tour included in admission price. Scented plants. Cannon to touch. Note: Changes in floor levels and dim lighting in the house. Hearing Impaired Visitors: Audio tour with hearing loop included in admission price. Script also available.

**Toilets:** Accessible toilets Shop: Level access. Admission: disabled persons entrance fee is charged at the full rate but entrance for the carer is free.

Wheelchair and mobility scooter loan unavailable.

**National Trust**

The National Trust has comprehensive facilities and information for visitors with disabilities. A free booklet on access (also available in large print and on tape) can be obtained from - The Membership Department, PO BOX 39, Bromley, Kent BR1 3XL. Enclose 1 x 1<sup>st</sup> class stamp. Telephone 0870 4584000 or Mincom 0870 2403207.

The information listed below about individual properties has been taken from the web site (accessible for visitors with visual impairment) [www.nationaltrust.org.uk](http://www.nationaltrust.org.uk). Contact the individual property for specific access enquiries.

Admission information: If the visitor is registered disabled and a member of the National Trust, their accompanying assistant is admitted free of charge.

**South Foreland Lighthouse**

Tel. 01304 852463

[www.nationaltrust.org.uk/south-foreland-lighthouse](http://www.nationaltrust.org.uk/south-foreland-lighthouse)

Telephone for parking instructions. Ground floor accessible with assistance, ground floor is only reception, shop and public WC. No access to other floors. Please tel. for instructions on how to get to property. Steps to shop entrance. Braille and large-print guides. Sympathetic Hearing Scheme

**White Cliffs of Dover**

01304 202756

**General access:** The Gateway to the White Cliffs building on Langdon Cliffs, sponsored by SAGA Group Ltd has wheelchair access throughout and an adapted WC. Designated parking by building. Coffee shop, displays and introductory exhibition. A wheelchair-accessible viewpoint overlooks docks and harbour; extensive views along coast to east and west – and to coast of France on a clear day.

**St Margaret's at Cliffe**, near Dover, is suitable for wheelchair users with strong pushers. South Foreland Lighthouse, St Margaret's at Cliff, parking arrangements; tel. for details: 01304 852463. Grounds accessible with magnificent views.

Lighthouse is inaccessible for wheelchair users due to a spiral staircase.

Photographic tours available for inaccessible areas. Large-print and Braille guides. Sympathetic Hearing Scheme

**Accessible Public Toilets**

Public toilets with facilities for disabled people are available, some need a RADAR Key. Keys are available from Dover Visitor Information Centre.

**Accommodation in White Cliffs Country**

While many of the districts hotels are historic buildings and are not suitable for wheelchair users they make every effort to take care of guests with disabilities. The more modern hotels are better equipped. Please inform the hotel of your requirements when you make your booking.

[Downloadable information sheet](#)

**Transport**

The areas of Dover, Deal & Sandwich provides a number of transport services & facilities to assist disabled visitors.

**Trains.** For more information on the facilities available on train services in to Dover, Deal & Sandwich stations please see the [nationalrail.co.uk](http://nationalrail.co.uk)

**Taxi info.** The [traintaxi](#) database gives details of accessible taxi operators serving the area around each station.

**Parking.** Disabled drivers may park up to three hours (not to exceed the maximum period) free of charge in the council's car parks, providing a disabled persons valid blue badge and clock is displayed. Additional parking should be purchased from the machine. Most pay and display car parks have wide bays dedicated to disabled drivers. Disabled persons on – street parking exemptions apply.

**Buses.** For more information on accessibility on bus routes throughout the area please call Stagecoach on 0345 600 2299 or email [southeast.enquiries@stagecoachbus.com](mailto:southeast.enquiries@stagecoachbus.com)

**Dial-A-Ride Schemes** Dart Kent Karrier is a dial-a-ride service for any resident of the Dover district who has a mobility difficulty, which makes travelling by normal bus service difficult. Buses run from various points in the district to Dover, Deal and Sandwich town centres. Kent Karrier membership fee is £5.00. For more information call Thanet Community Transport on 01843 602030.

## **Crossing the Channel**

### **Port of Dover**

01304 240400

[www.portofdoover.co.uk](http://www.portofdoover.co.uk)

### **Ferry Terminal**

Customers with any special needs are advised to contact their ferry operator prior to travelling.

**Parking** For long term parking contact Relyon Parking on 01304 201227 or email: [info@relyongroup.co.uk](mailto:info@relyongroup.co.uk)

**Loop systems for the Hard of Hearing** Induction loops to amplify announcements or conversations for passengers wearing aids are available within the main Ferry Terminal buildings.

**Toilets** Unisex disabled toilet facilities are available in various locations throughout the Ferry Terminal.

**Wheelchairs and facilities** Passengers with special needs are advised to contact their ferry operator. Your ferry operator can make wheelchairs available. Level or ramped access is installed at exits and entries to all our terminal buildings and walkways.

### **Foot Passenger Transfers between Terminal and Ferries**

Check with your ferry operator about the availability of the mobility bus from the Travel Centre or Embarkation Lounge. A port bus service operates from Embarkation to the ferries.

### **Cruise Terminal**

Cruise Terminal customer parking is on ground level and suitable for disabled passengers and wheelchair users. It is not possible to pre-book individual bays at any time, however should you need additional assistance when parking; please do not hesitate to ask a member of staff.

**Wheelchairs & facilities** Ample wheelchairs are available at both Cruise Terminals 1 and 2. In addition, wheelchair-friendly ramps are fitted on all split-levels in both buildings. The walkways leading to cruise ships are also wheelchair friendly to provide easy access to your liner.

**Toilets** Ample unisex disabled toilets are found at a number of different locations throughout both Cruise Terminals.

For more information and contact details please visit website <http://www.doverport.co.uk/>

## **Eurotunnel**

Disabled passengers enter the club class lane at the front of the train so that they can disembark first.

Accessible toilets located within the terminal building.

Passengers that are members of the DDA (Disabled Drivers Association), DDMC (Disabled Drivers Motor Club) or DMA can receive a discounted fare on Eurotunnel. Customer Information – 0800 0969992

For further information visit website <http://www.eurotunnel.com/>

## **Mobility Shops**

### **Deal**

Deal Mobility

28 Queen Street, Deal, CT14 6ET

Tel: 01304 369184

Email: [info@dealmobility.co.uk](mailto:info@dealmobility.co.uk)

## **Information Centres**

### **Dover VIC**

Dover Museum, Market Square, Dover, CT16 1PH

Tel: 01304 201066

Wheelchair accessible

Disabled Toilet (RADAR keys available)

Keys for RADAR toilets in town are sold at the Visitor Information Centre.

Advice and information given.

### **Sandwich VIC**

Guildhall, Sandwich (01304) 613565

Wheelchair accessible

No RADAR toilets in town

### **Deal VIC**

Town Hall, High Street, Deal, CT14 6TR

Tel: 01304 369576

Wheelchair accessible

Radar toilets located in King St. Radar keys are held at Deal Area Office, Town Hall weekdays only.