

Accessibility Guide for Upper Derwent Visitor & Cycle Hire Centres

Upper Derwent Visitor Centre, Bamford, Hope Valley, S33 0AQ

Visitor Centre: Telephone: 01629 816 527

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Cycle Hire: Telephone: 01629 816 526

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Upper Derwent Visitors Centre



Upper Derwent Cycle Hire Centre

Welcome

The Upper Derwent Visitor Centre at Fairholmes is the smallest of the four Peak District National Parks visitor centres. It is situated in woodland approximately 600 yds from Derwent Dam which is famous for its connection with the Dambuster Raid in WWII.

The site consists of a small visitor centre, hot and cold food kiosk, public toilets, a ranger base and a cycle hire centre. The cycle hire centre provides a range of equipment including - adult cycles, child cycles, trail-a-bikes, buggies and beamer tramper mobility scooters.

There is car parking around the centre and at two levels operated by Severn Trent Water. There are pay and display machines and the charges are for two hours or all day.

Should you require further information on specific access or advice on planning your visit please get in touch.

At a glance



Level Access

Entry to the visitor centre is on level ground through full length double doors into a single room 6.2m square. Space is at a premium but a clear passage around the information, interpretation and retail display can be negotiated by wheelchairs.

The counter has a lower section allowing wheelchair users access.



Visual

Main entry doors have high contrast yellow and black warning tape.

Getting here

Upper Derwent Visitor Centre,

Bamford,

Hope Valley,

S33 0AQ



Travel by public transport

Access to the centre by public transport is limited. The nearest railway station, Bamford, is 6 miles away and a taxi is the only way to complete the journey.

The nearest bus stop is 3 miles from Fairholmes, outside the Ladybower Inn on the A57. The 257 bus on this route goes towards Sheffield or Bakewell approximately every hour.

There will be a service (the 257) running between Sheffield and Fairholmes on Sundays in Summer 2025, please see the timetable below for details.

[257 Bus Timetable](#)



Parking

Pay and display parking is on two levels around the centre, linked by a steep ramp. There are marked bays in the lower car park for disabled parking. Blue badge holders are now charged at the normal rate, £3.50 for 2 hours or £6 for all day. Access to the facilities from the lower car park is on a level, smooth surface.

Arrival

Path to the main entrance:

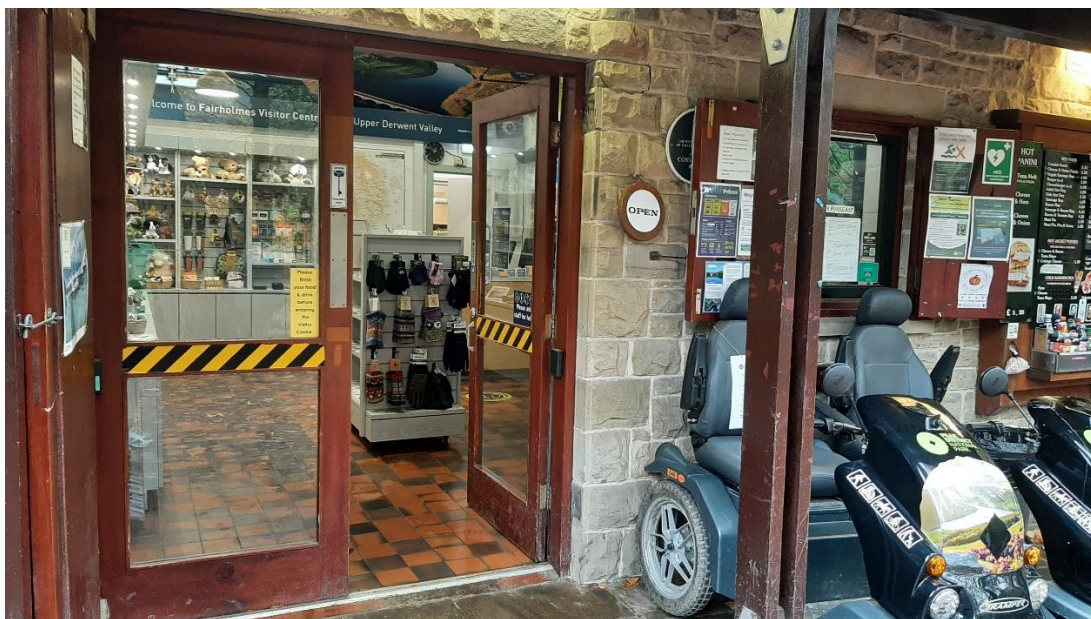
The immediate area in front of the centre has a number of benches and an information shelter that have to be negotiated to get to the visitor centre, food outlet and toilets.



Visitor Centre, toilets and food concession.

Main entrance:

Entry to the centre is through a glass panelled double door, 1670mm / 66ins wide.



Visitor Centre doorway

Getting around inside

Visual impairment:

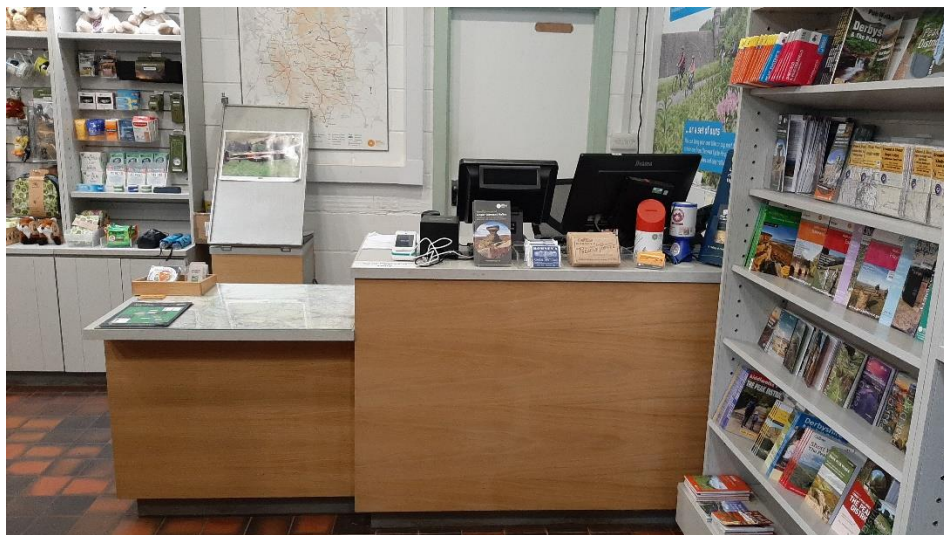
Main entry doors have high contrast yellow and black warning tape.



Visitors Centre retail area

Information Desk

- The route around the centre to the desk is 910mm / 36ins wide at its narrowest. The desk has a lower section plus a detailed map of the area fixed to the desk surface and a magnifying glass is available if needed.
- A chair is always available for anyone needing it. Also, there is a wheelchair that can be borrowed, free of charge.
- Paper and pens are to hand to help with communications. Staff are available to help customers who require assistance to reach merchandise displayed at height and to navigate between fixtures throughout the shop.



Visitors Centre information desk and retail area

Things to see and do

- There are two Trampler mobility scooters available for hire from the Visitors Centre. See [Trampers - all-terrain mobility vehicles: Peak District National Park](#) for more information.
- An easy access nature trail approx. 300 metres from the centre. Three colour coded waymarked routes plus well surfaced stretches of waterside, traffic free track.
- The iconic Derwent Dam is only 500m from the centre and easily accessible.
- Parking at the top of the dam is permissible on weekdays, however if you are a blue badge holder, access is unrestricted.
- There is a small information board and memorial on the West side of Derwent Dam.
- There is a “Miles without Stiles” accessible route to the base of the west tower of Derwent Dam. [Derwent Dam - Peak District Miles Without Stiles accessible route.](#)



Public toilets

There are public toilets situated immediately next door to the visitor centre, including an accessible one with enough space for a carer. All have baby changing facilities. The accessible toilet does not require a radar key.

The cycle hire facility

The cycle Hire is less than 100metres from the visitor centre, along an even pathway which includes one gate. The entrance to the facility is over uneven ground with a pronounced incline making wheelchair access challenging. Inside the facility there is direct access to the counter which has a lower section.



Cycle Hire Centre



Cycle Hire Centre, the main doorway with incline/slope to the door

Place to eat and drink

There is a kiosk adjoining the visitor centre, serving hot and cold food and drinks. They also cater for vegetarian, vegan and gluten free needs. At present there is no covered eating area but there are picnic benches throughout the site some of which have been adapted to allow anyone in a wheelchair to use them.

Customer care support

Accessibility equipment:

- Two Tramper off road mobility scooters are available for hire from the Visitors Centre
- We also have a conventional wheelchair that can be borrowed free of charge from the Visitors Centre
- We welcome assistance dogs and can provide a water bowl for them. Please ask staff for assistance.
- The nearest toilet area for assistance dogs would be the grassed areas around the carpark

Emergency evacuation procedures:

In the case of an evacuation, all customers inside the Visitors Centre and Bike Hire will be led to safety by a member of staff.