



**PEAK  
DISTRICT  
NATIONAL  
PARK**

## **Accessibility Guide for Bakewell Visitor Centre**

The Old Market Hall, Bridge Street, Bakewell, DE45 1DS.

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### **Welcome**

Bakewell Visitor Centre is fully accessible and ideally placed to welcome you to Bakewell and the Peak District National Park. Located in the 17th Century Old Market Hall in the centre of Bakewell adjacent to the Market Place Car Park.

## At a glance

### Level Access

There is level access from the main entrance to the information desk and main retail area.

- The stairs and lift (located at the rear of the Centre) allows access to the gallery and interpretation area on the mezzanine floor.

### Hearing

We have a portable hearing loop available behind the main counter - please ask a member of staff.

### Visual General


- Glass doors and full-height windows have contrast markings
- Some parts of the venue have low lighting

### Getting here

The Old Market Hall,  
Bridge Street,  
Bakewell,  
DE45 1DS.

 **what3words** Privately.someone.spearhead

### Travel by public transport

 You can get to the centre by bus.

- The nearest bus stop is 100 metres
- The nearest train station is Matlock 8 miles from Bakewell. Buxton and Chesterfield have train stations approx 12 miles from Bakewell. Sheffield train station is approx. 16 miles from Bakewell. All of these have regular hourly bus services to Bakewell.

## Parking

- There is local authority (Derbyshire Dales District Council) operated short stay parking adjacent to the centre. Market Place, DE45 1EX. 60 spaces, 6 disabled spaces.
- There are two free disabled parking bays on Bridge Street adjacent to the Centre. here is local authority operated short stay parking adjacent to the centre.
- The surface from the on-road parking area and car park to the entrance of the centre is level and paved.
- There are other Derbyshire Dales car parks (short and long term stay) in the town on Granby Road, DE45 1ES and the Agricultural Centre, DE45 1AQ.



Bridge Street disabled parking bay adjacent to centre and Market Place car park.

**Arrival Path to the main entrance:** There is level access from the street to the main entrance.

Main entrance:

- The main entrance has a very small incline.
- The main door is sliding and automatic.
- The door is 920mm wide.
- The walkway to the information desk is level. The floor is made of synthetic carpet tiles.





Access to centre, small incline at door way.



Inside centre. Flat, carpeted area to main counter and main stairs to Mezzanine floor.



Getting around inside





## Getting around inside.

### Visual impairment - general information

- Some parts of the Centre have low lighting.

### Lift to mezzanine floor.

- We have 1 lift located at the rear of the centre through the rear doorway (the doorway is 810mm wide) with a slight decline to the lift door.
- The lift takes visitors to the mezzanine floor where the photographic gallery and interpretation displays are located.
- The lift door is 900mm wide
- The lift is 1000mm wide. The lift is 1400mm deep?
- There is one lift button for up and one for down and the button (at height 900mm) needs to be kept depressed until you have reached the level.



Rear of centre. Access to lift on lower floor and stairs to Mezzanine floor.



Rear of centre. Lift on lower floor to Mezzanine floor. Also fire exit.

## Visual impairment—general information

- Some parts of the Centre have low lighting.

### Mezzanine floor.

- Mezzanine Floor Gallery
- Accessible by lift the mezzanine floor has good circulation (minimum 900mm)
- There is a staircase - 14 steps with handrail on either side - 1200mm wide
- There is seating available in this area - soft seating boxes - 450mm high with no arm rests.
- Interpretation touchscreen



Stairs to Mezzanine floor



Mezzanine floor



Mezzanine floor - digital touchscreen

## **Information desk**

- The route is over 900mm wide
- The desk has a low section - 700mm high?
- There is seating available at the rear of the centre - two solid wooden chairs 480mm high
- There is a portable hearing loop available if required. Assistance can be given through the use of magnifying glasses or pens and pads or paper?

## **Public toilet**

- There are no accessible toilet facilities within the Centre
- The nearest accessible toilet is 150 metres away on Granby Road - Radar keys are required and available for purchase at the Centre.
- The nearest baby changing facility is 150 metres away on Granby Road.

## **Customer care support**

### **Accessibility Equipment:**

- We have a portable hearing loop available at the Centre (please ask a member of staff for assistance)
- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.
- The nearest toilet area for assistance dogs is located within Scots Gardens, over Bakewell Bridge and to the left. Approx 5 minutes walk.
- We have a wheelchair for loan, it is free but a donation towards it's upkeep is appreciated. Please phone to book in advance.

In the case of evacuation, all customers inside the centre will be led to safety by a member of the team or by a member of the fire brigade.

### **Customer care support:**

- We endeavour to ensure that staff have disability awareness training



