

## **St Davids Visitor Centre and Shop Access Statement**

National Trust Visitor Centre and Shop  
Captains House  
St Davids,  
Pembrokeshire,  
SA62 6SD  
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### **Introduction**

1. St Davids Visitor Centre and shop is a High Street shop situated on the ground floor of a three-storey semi-detached house in the centre of the High Street in St Davids. The front of the shop has a low walled area either side of the entrance which have chippings and a potted ewe tree each side of the entrance way. The entrance has a short path leading to a concrete step followed by two uneven slate steps. There is a handrail on one side of the path. There are two residential flats above the property accessed at the rear of the building. The shop has one large front room and a smaller room at the rear which also has rear access.
2. Mobile phone signal is reliable in the shop but can be intermittent in the staff areas. The shop phone number is 01437 720385.
3. Assistance dogs are welcome; we also welcome all well-behaved dogs into the Visitor Centre and shop.
4. There is a ramp available for disabled entry on request. The ramp is in 3 pieces and takes 20 minutes to be erected by 2 members of the team, so notice is needed to ensure that there are enough staff available to safely put the ramp together. Once the ramp is erected it reaches the public pavement, so a member of the team is needed at the end of the ramp to ensure that visitors are aware the ramp is in place.

### **Arrival & Parking Facilities**

1. The shop is in the centre of St Davids next door to the local butcher. It has external signage one that is flush with the external wall and one that is high up protruding out from the wall. As the shop is an old house, we sometimes find that it is not always clear to our visitors where we are.
2. There is no car park. There is some parking on the High Street which has restricted times. St Davids has three large car parks one at the top of the high Street, which is a five-minute walk to the shop, the 2<sup>nd</sup> has some gradient and is 5 minutes from the shop and the 3<sup>rd</sup> is a 15-minute walk with very steep slope or steps.
3. There are 6 designated spaces for disabled visitors in the main car park that is 5 minutes away. Not NT.
4. The car park has a hard standing surface.
5. There is a wheelchair hire service at the main National Park Visitor Centre which is next to the main car park. Booking recommended.

## **WCs**

We do not have a visitor toilet. Public conveniences and changing facilities are less than 5 minutes away next to the City Hall on the High Street.

## **Visitor reception**

We do not have a visitor reception area.

## **House**

Retail and visitor information only.

## **Catering**

No catering on site.

## **Retail**

1. Access via a short path from the high street pavement leading to a concrete step followed by 2 uneven slate steps outside into a glass porch with wet weather hard wearing matt.
2. The entrance is 88cm wide through a glass push and pull door which is chained open at high footfall times. The door is not power operated. The flooring is hard wood flooring in the larger room with laminate floor tiles in the smaller back room.
3. The shop has 2 large front facing windows with led spot lighting and 1 strip light above the till area.
4. Disabled and wheelchair access is not available unless pre requested due to two persons needed to fit ramp.
5. The shop has hard fixed fittings around its walls with 2 free standing tables and a card stand which have wheels that can be locked into place.
6. The till point is 97cm high with the PDQ card machine at the same height. There is a circulation space of 1200mm between the display stands.
7. There is no seating in the shop, a hard back wooden and metal chair is made available if the need arises.
8. At the till point we have an induction loop.
9. Staff will assist reaching down items to view if they cannot be reached by customers.
10. There is not a large print version of the price list, but staff can assist with telling visitors the price of items.
11. The back room has a large map of the land and properties locally looked after by The National Trust. A team member is always available to help with local information on the area.

## **Garden**

The front of the property has a small walled chipping area with potted ewe trees.

## **Contact details for more information**

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