

## White Cliffs of Dover Access Statement

Upper Road, Dover, Kent, CT16 1HJ

T: 01304 207326

E: whitecliffs@nationaltrust.org.uk

### Introduction

1. The Visitor Centre is fully wheelchair friendly with an accessible toilet and adjacent parking
2. Mobile phone reception varies across the property but is generally acceptable near the Visitor Centre.
3. Assistance dogs are welcome throughout the site including the Visitor Centre, where a water bowl is provided.
4. There is a 400 metre accessible path from the blue badge parking which is suitable for some wheelchair users (please see below) that leads to a viewing point of the cliffs with seats available
5. If you require specific information please call us before your visit or on arrival at the car park

### Arrival & Parking Facilities

1. The site is on the eastern side of Dover, 1 mile from Dover Castle on Upper Road. There are brown signs to the site from the A2/A258
2. A welcome map is available on arrival. Please ask the car park attendant if you need specific help while you are onsite.
3. There are 6 designated blue badge parking spaces opposite the Visitor Centre which have a view of the port. These spaces do not have level access to the Visitor Centre. The main Visitor Centre car park has 14 blue badge spaces which have level access to the Visitor Centre.
4. Blue badge spaces are all on a level tarmac surface.
5. Our other car parks are either gravel or grass and can only be accessed by a steep hill.
6. The coach park also has an accessible path to the Visitor Centre and toilets.

### WCs

1. There is an accessible toilet at the rear of the Visitor Centre it is 1.5m x 2.0m
2. The accessible WC is left hand transfer with a raised toilet bowl. There is no natural light but 2 LED light units which come on automatically when you enter.
3. All the toilets have white LED lights and automatic hot air hand driers
4. The toilet has an emergency alarm

### Countryside

1. From the Visitor Centre there is an accessible path that leads for 400m to a viewing point of the cliffs and channel. The path has rest sections and seating at the top and may be suitable for motorised wheelchair users and mobility scooters but unfortunately can be a real challenge for self-propelled wheelchairs because of the terrain.
2. The other paths are across uneven chalk, with steps and are occasionally muddy and waterlogged in places.

3. All countryside access points beyond the access path are now gated and not suitable for wheelchair users

## **Visitor Centre (Catering and Retail)**

1. The Visitor Centre has a level, stone slab flooring throughout
2. There are manual entrance doors at each end of the building that lead from the car and coach park they are 1.9m wide and open outwards. Staff will endeavour to assist whenever possible. Please let us know on arrival if you need assistance.
3. The building has lots of natural light which is supplemented by pendent and spot lights
4. There is a small membership area with seating (no arm rests) and 35 seats in the coffee shop (no arm rests) with tables 760mm high for people using the café
5. A member of staff is BSL level 3 trained and is available if booked in advance
6. There is a manual wheelchair available for loan – ask a member of staff for assistance, no booking is necessary.

## **Catering**

1. Catering is served from the counter. There is a self-select station with drinks, ice cream and sandwiches on one side and counter with tray rail on the other.
2. The counter is 800mm high
3. Staff will be happy to assist visitors as required, please ask us if you need additional help
4. The tables are placed with space around for wheelchair users.
5. There are picnic tables outside that higher for wheelchair users.
6. The till point has an hearing induction loop.

## **Retail**

1. Retail counter 930mm high with a lower section 760mm for wheelchair users
2. Staff will be happy to get items down or provide any additional assistance required, please just ask.
3. The retail counter has a hearing induction loop fitted

## **Fan Bay Deep Shelter tunnels**

1. The tunnels are a 1.5 mile walk from the Visitor Centre and car park over rough uneven ground with multiple steps
2. There is no alternative parking near the entrance
3. There are 125 steep steps into the tunnel complex, with a handrail on one side only.
4. The tunnels have no lighting system and tours are conducted with light from hard hats only (provided)
5. There are steps as part of the tour and sections with low ceilings and slippery surfaces
6. Tours finish by re-tracing the route up the 125 steps

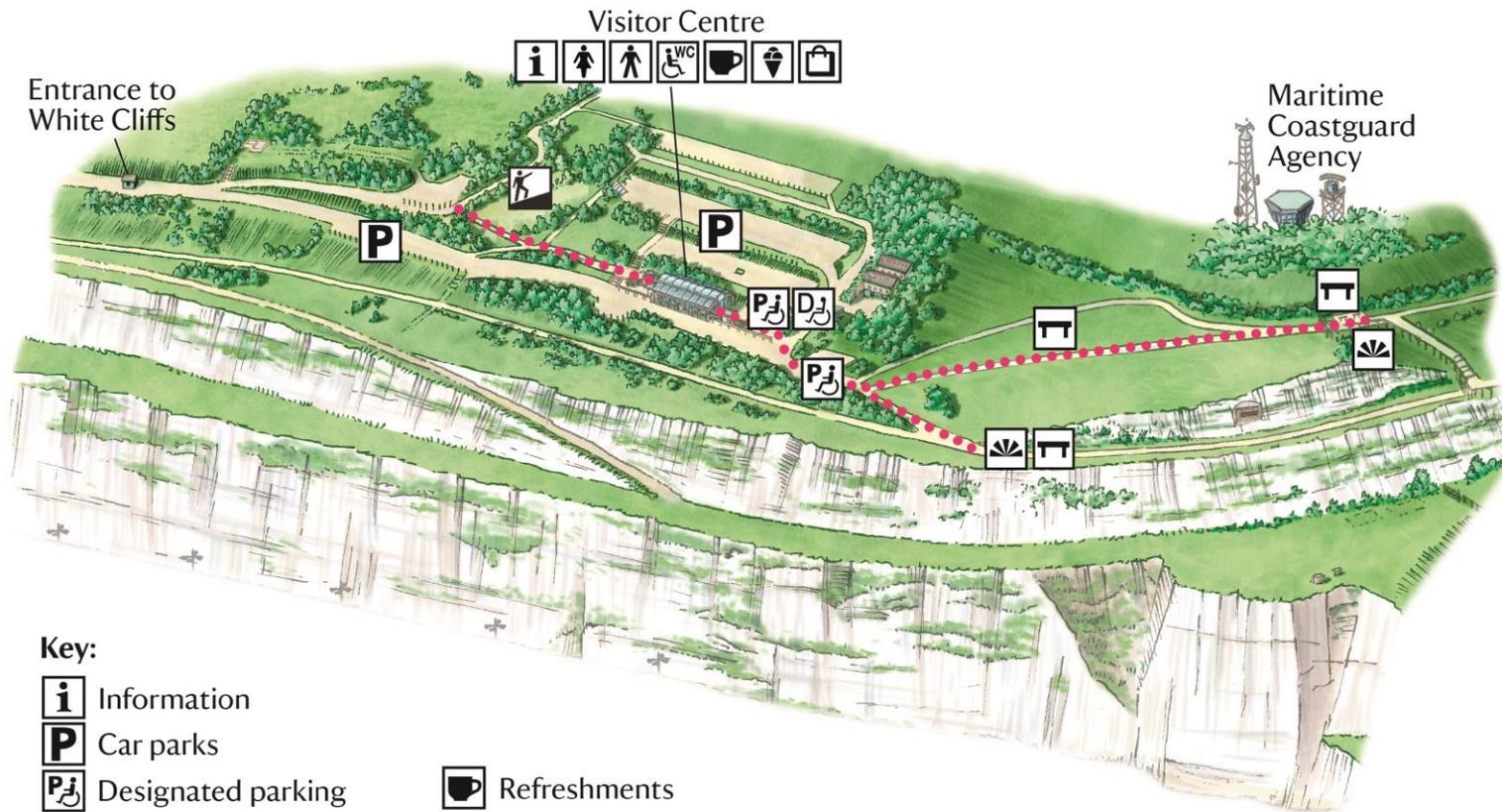
## **Contact details for more information**

T: 01304 207326

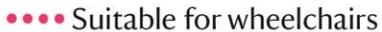
E: [whitecliffs@nationaltrust.org.uk](mailto:whitecliffs@nationaltrust.org.uk)

**Date 01/01/2020**

## Map



### Key:

- |   |  |   |
|---|--|---|
|  Information             |  Refreshments |  Suitable for wheelchairs |
|  Car parks               |  Ice cream    |   |
|  Designated parking      |  Shop         |  Steep path                |
|  Toilets                 |  Viewpoint    |  Seat                      |
|  Accessible toilets      |  |   |
|  Disabled drop off point |  |   |