

## Accessibility & Inclusivity Guide

Last Updated 23<sup>rd</sup> July 2024

### Our Accessibility & Inclusivity Promise

We are committed to inclusivity and work hard to provide a friendly, accessible environment for all our visitors and the widest possible access to our trains and stations.

We promise to:

- Place access and inclusivity at the heart of what we do.
- Do everything we can to remove barriers to participation.
- Work with individuals and organisations that can help us to be more accessible and inclusive.
- Positively encourage feedback on how we can improve.

### Contact

If you have any questions or suggestions about our inclusivity and accessibility, please email [info@valleyrailwayadventure.co.uk](mailto:info@valleyrailwayadventure.co.uk) or call 01386 422282.

### Getting here and Parking

Most people travel to us by Car. We are located within the grounds of Evesham County Park, Part of the Valley Shopping complex. This is well signposted on incoming routes. The access is from the roundabout at the junction of the A46 and A44. Follow the brown signs from all major surrounding routes. Our post code is WT11 4DS. The entrance to the site has a what3words address of ///solutions.untrained.trumped.

The main entrance to our station is at the top of the North Car Park and has a what3words location of ///these.liked.footpath.



# The Valley

Railway Adventure

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Please note it is a partially graveled car park and therefore uneven. Parking is free. If you require assistance, please speak to a member of the team who would be more than happy to help.

## **Ticket Office**

Our friendly team at the Ticket Office are happy to help advise you on the best routes available to suit your needs and to make the most of your visit.

## **Disabled Visitor and Carer Ticket Prices**

We are pleased to offer a reduced rate for our disabled visitors. For up-to-date pricing please see the website or call us.

## **Dogs**

Dogs are very welcome at The Valley Railway Adventure, however, they must be on a lead at all times and we make a charge of £1.00 per dog. They are welcome on the railway, and at our stations. Fresh water is provided outside the Station building and dog waste disposal bags are also available upon request.

## **Assistance Animals**

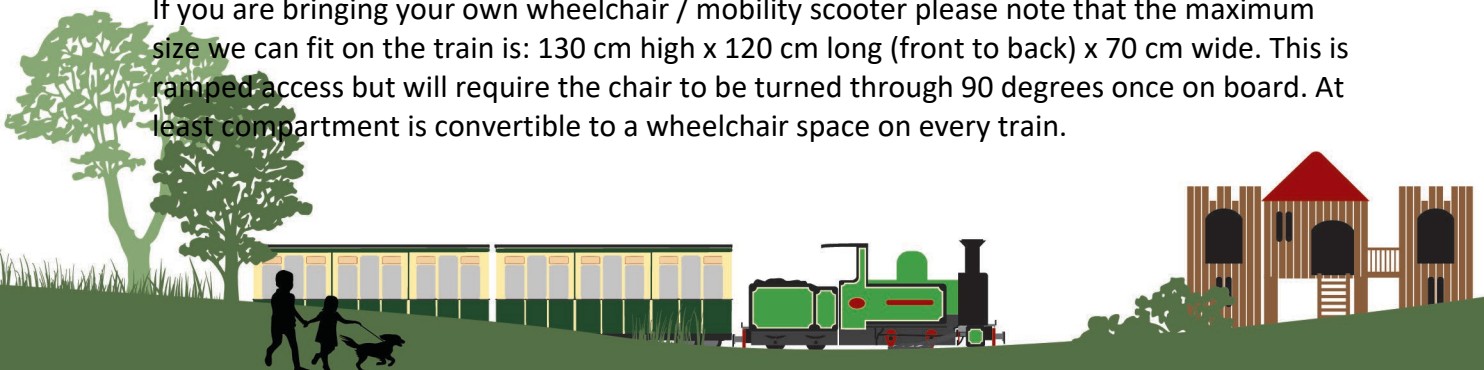
Assistance animals are welcome, but they must be on a lead or harnessed at all times. Assistance animals can accompany their owner as far as practical and are free of charge.

## **First Aid**

A large number of staff are holders of a First Aid qualification. If in the event that first aid is required, please find a member of staff who should they not be able to personally assist you, will be able to summon a first aider. An accident form must be filled in before you leave the property.

## **Wheel Chair Users**

If you are bringing your own wheelchair / mobility scooter please note that the maximum size we can fit on the train is: 130 cm high x 120 cm long (front to back) x 70 cm wide. This is ramped access but will require the chair to be turned through 90 degrees once on board. At least compartment is convertible to a wheelchair space on every train.



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## Toilet Facilities and Baby Changing

There are no toilet or baby changing facilities at the railway. There nearest facilities are 400m away in the main shopping street.

## Food and Drink

Our ticket office sells a small selection of cold drinks. Other refreshments are available at a number of different outlets with the Valley Shopping complex next door.

## Wi-Fi and Mobile Phone Coverage

Mobile reception across the site varies between providers. Emergency calls can be made from the Ticket Office. Free Public Wifi is available in the main station. We are always expanding this network and improving the connectivity of it.

## Feedback

If you have any comments or feedback on your visit or how we could improve for future visits please email [info@valleyrailwayadventure.co.uk](mailto:info@valleyrailwayadventure.co.uk) we would love to hear from you.

