

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Burnham Information and Rescue Support

Introduction

If you are looking for ideas of what to see and do in Burnham-on-Sea and the surrounding area, we can help you with reliable and inspirational ideas.

Situated in an ideal location on the seafront of Burnham-on-Sea, across the road from the town's main car parks and coach park and next door to the public toilets. The TIC is accessible by either a few steps or by a ramp to the Southern side of the building adjacent to the toilets.

The TIC is on one level and good circulation throughout. We can provide general access information about local attractions, accommodation and restaurants. Details on some of our products can be found on www.burnhaminformation.co.uk

We look forward to welcoming you. If you have any queries or require any assistance please phone 01278 787852 or email burnhaminformation@gmail.com.

Pre-Arrival

- For a map on how to find us visit the home page of our website. Alternatively use our postcode TA8 1BU
- The nearest train station is Burnham and Highbridge station and is approx. 2 miles away. Taxis are available from the station. If you require an accessible taxi, this can be booked in advance. See contact information for details.
- The nearest bus stop to the train station is 300 yards from the station and will stop 100yds from the TIC in Pier Street, where

all buses into Burnham-on-Sea stop and shelters with seating are available in both directions. Buses run approx. every 30 minutes throughout the daytime from near the train station to the centre of Burnham-on-Sea.

- The main road outside the TIC can be very busy during the summer and a lighted crossing is 100yds from the TIC. The steps from the road to the TIC are not perfectly visible so care must be taken if negotiating this route. The ramped pathway by the toilets is more accessible with no hidden dangers.
- A RADAR key can be obtained from the TIC for the adjoining toilets.
- Information on local services for the disabled can be obtained from the TIC.

Car Parking Facilities and Arrival

- There are numerous disabled parking bays in the main car park opposite the TIC and blue badge holders can park free all day within these car parks. Blue badge holders can park free on the seafront parking bays and time is limited to one hour over the maximum stay for each bay. The car parks and seafront outside the TIC are all lit but within the parking bays outside the TIC lighting is not great during dark Winter Months.
- The surface of all car park bays is tarmac and from all car parks and bays there are dropped kerbs leading to the TIC.
- There is no drop off point outside the TIC. There is a loading bay but disabled drivers are not permitted to park or drop off in that bay.
- Not all steps leading to the TIC have handrails. The first couple of steps from the road to the TIC do not have hand rails and are deceptively steep. Please head towards the rescue centre and use the ramped access.
- The door to the TIC has no automatic facility and is 37" or 91cm wide, but can be opened further to 64" or 163cm.

Inside the TIC

- There is step free level access throughout.
- Seats are available in the TIC upon request.
- The floor surface is non slip carpet tiles.
- Nearly all the areas are wheelchair accessible but in a couple of places movable displays are situated but can be moved.
- The area is evenly and well-lit throughout.
- Some information leaflets are placed in a high position and not accessible from a seated position.
- There is a lowered section of the information desk. 30" 76cm high
- A magnifying glass, pen and paper are supplied on request.
- Staff can provide assistance and read out any literature if required.

Public Toilets

- The nearest public toilets are next door to the TIC and have two unisex accessible toilets locked with a RADAR key

Additional Information

- We welcome all trained assistance dogs and a dog water bowl is located just outside the front door.

Contact Information

Address (Inc.
postcode):

Burnham Information and Rescue Support
(BiARS) South Esplanade Burnham-on-Sea
Somerset TA8 1BU

Telephone:

01278 787852

Email:

burnhaminformation@gmail.com

Website: www.burnhaminformation.co.uk

Grid Reference: ST302487

Hours Of Operation: 10-4 Summer 10-2 Winter 7 days a week

Local Equipment Hire: Burnham Mobility 10A Victoria St, Burnham-on-Sea, Somerset TA8 1AL

Local Accessible Taxi: Beaches Cabs Telephone: 01278325720 or 07737579362

Local Public Transport: First Bus and Webber buses