

The Wheelchair User's Guide for  
Accessible **Chester and  
Cheshire**



1st Edition

# Introduction



Cover photo: Alderley Edge.

## Welcome to the first edition of The Wheelchair User's Guide for Accessible Chester and Cheshire

This brochure has been researched and compiled by the charity 'Disabled Holiday Information'. Its aim is to help address the complex and sometimes confusing tourist information that faces those who have limited mobility when making decisions about where to visit and stay.

Cheshire is an amazingly diverse county which offers visitors a wealth of stunning countryside and a wide variety of visitor attractions from world renowned gardens and important heritage sites to family orientated days out.

It has an excellent selection of accessible accommodation whether you prefer a vibrant city break in a hotel in Chester, stylish B & B establishments (within easy reach of both the city and more rural locations) or self catering properties set in peaceful countryside.

As well as providing a memorable holiday experience within the county, depending on which area you choose Cheshire is also an excellent base from which to explore Liverpool, Manchester, the Derbyshire Peaks, the Shropshire Hills, Snowdonia and North Wales.

This guide is not designed to be totally comprehensive but to give visitors an insight into the kind of attractions, accommodation and countryside trails on offer in the county.



We also hope that it will prove useful to local residents who wish to plan a successful day out. It is important to note there will be other accessible places we have not been able to include.

**N.B. Our website pages for Cheshire contain more detailed accessibility information for each accommodation and attraction.**

To ease use we have divided each section into four main geographical areas based on the unitary authority boundaries within the county. Please note every place mentioned in this brochure has been visited and assessed for accessibility by our own wheelchair user researchers.

For further information:

visit: [www.disabledholidayinfo.org.uk](http://www.disabledholidayinfo.org.uk)

e-mail: [info@disabledholidayinfo.org.uk](mailto:info@disabledholidayinfo.org.uk)

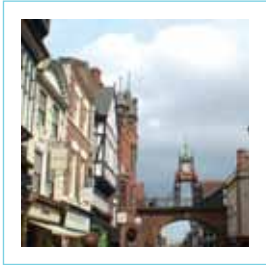
Or write to us at:

**Disabled Holiday Information,  
P.O. Box 186, Oswestry, Shropshire, SY10 1AF**

Please include an A5 (6 x 9 inches) S.A.E. (2 x 1st class stamps).



# Chester



Chester was founded as a castrum or Roman fort with the name Deva (pronounced Dewa) in A.D. 79 because of its important position on the River Dee. Its four main roads, Eastgate Street, Northgate Street, Watergate Street and Bridge Street still follow routes that were laid out at this time. The intervening centuries brought many changes to Chester including the building of its famous walls, some of which date back to the second century. It is still a busy city and has a thriving shopping centre with a wealth of beautiful black and white timbered buildings.

Accessibility to the majority of the shops is good and it is possible to gain access to the famous 'Rows' (galleried walkways unique to the city) from several points including the shopping arcade in Eastgate Street. As well as the city centre attractions, Chester Zoo and the Blue Planet Aquarium are only a short drive away.

An access leaflet detailing designated parking, accessible transport, wheelchair access points to the Rows and other accessibility information for Chester is available from the visitor information centre. The leaflet has been compiled by two local groups, The Link Up Club and the A2B group.

Chester provides a great city location with a wide variety of attractions and is ideal for a short break or longer holiday.



**Chester Cathedral** has good access with the exception of the cloister gardens (which have a high step at the entrance) and the upper end of the Nave. The story of Chester Cathedral can be traced back to the time of the Saxon Minster, which in A.D. 907 housed the remains of St Werburgh a former Abbess. There is an entrance fee charged for admission to the cathedral but essential carers/companions are given free entrance. The fee includes a guide - point audio tour of the cathedral (with a hearing loop facility) the majority of the posts for this are wheelchair accessible. The Refectory Cafeteria has ramped access and serves meals as well as light snacks. There are designated toilets and a shop on site and it is possible to park using a disabled parking permit in Northgate Street adjacent to the Cathedral. **Telephone 01244 324756**



**The City Walls** re wheelchair accessible in several places via ramps. Adjacent to the cathedral it is possible to wheel along a section overlooking part of the city as far as the Northgate. There are several other accessible entrance points including one in Lower Bridge Street that allows access past the racecourse as far as Watergate.



**The Grosvenor Museum** has a wheelchair lift to enable access to the ground floor, admission is free and it is well worth a visit. The museum is not fully wheelchair accessible but there is a curator guided virtual tour available near the shop for the areas that are not step free. The Roman gallery has an impressive collection of Roman Gravestones and The Time Line gallery gives a fascinating insight into the history of the city up to present day. **Telephone 01244 402033**



**The Cheshire Military Museum** is situated just a few hundred yards away and is also extremely informative. It is fully accessible but please note that in order to view the exhibits in correct chronological order, wheelchair users will need to enter the main exhibition at the exit point wheel to the front and then work backwards. As well as detailing battles and campaigns and the lives of the soldiers in the Cheshire regiments, the museum interestingly also features information about soldier's wives and families including several audio clips. **Telephone 01244 327617**



**The Dewa Roman Experience** in Bridge Street is not fully accessible for wheelchairs but it is possible to view some of the archaeology and it does contain plenty of Roman finds in the display cabinets. There is level access to the video display and the shop but please note there is no designated toilet on site. **Telephone 01244 343407**



**Grosvenor Park** is a short distance away opposite the Visitor Centre. It is a superb park with attractive gardens and views over the river and suspension bridge. Nearby are St. John's Church and ruins as well as the remains of the Roman Amphitheatre. There is a designated radar key operated toilet in the park with left hand transfer but it is outdated and the door is difficult to close so we recommend using the new facilities in the Visitor Centre across the road, which have right and left hand transfer. Also situated here is an easily accessed cafe with both inside and outside eating.

**The Roman Gardens** are adjacent to the amphitheatre and lie below and just outside the city walls. They were opened in 2004 and contain the remains of the columns and other Roman artefacts which have been relocated and set within the planted areas. The design of



the site makes use of the existing steep gradients and the good vantage point on the City Walls, forming a pattern of snaking paths and geometric shapes (which are representative of a serpent coiled around a staff the symbol of Aesculapius the Roman God of Health) down to the river Dee below.

There is vehicular access to the The Groves in Chester via Souters Lane off of Pepper Street also from Lower Bridge Street (turn left at Bridgegate) and there are three designated bays just in front of the Quay and promenade. For those walking or wheeling please note the lane is very steep and manual wheelchair users (and their assistants) might find it difficult to negotiate. However there is the alternative curving path down to the river via the Roman gardens



**Chester Boat** operates a fleet of three boats from the quayside, two of which, the Mark Twain and the Lady Diana, have ramped access on to an accessible boat deck at the rear of the boat. There is a bar serving drinks and light snacks on board. Access to this is via steps but the boat crew are happy to serve you with any refreshments you may require. Please note that although the toilets are on the accessible deck they are not wheelchair accessible. There is a designated toilet in a black and white timbered building on the Quayside diagonally opposite the boarding area. A commentary about the area and the sights along the river is played during the trip. For the sailing times and dates please.

**Telephone 01244 325394**

**Chester Zoo** is on the outskirts of the city and is renowned for its beautiful gardens as well as its conservation work with its animals. There is so much to see and do it will



provide a whole day's entertainment and the essential companions/carers of wheelchair users have free entrance. The site is very large and motorised buggies and wheelchairs are available for loan but as these are in great demand it is necessary to book them well in advance of your visit. There are well surfaced pathways and plenty of seating throughout the zoo but manual wheelchair users may need the assistance of a fit companion to negotiate some of the steeper inclines. The monorail is fully accessible and there is a concessionary charge for those with limited mobility. There are accessible toilets at various points throughout the zoo with alternate transfers. By the Zoofari station for the monorail on the far side of the zoo there are also 3 adult changing rooms and a portable hoist available. N.B. These changing rooms are of limited dimensions.

**Telephone 01244 389 482**



**The Blue Planet Aquarium** is just a little further afield at Cheshire Oaks and has good wheelchair access throughout with designated disabled parking, three accessible toilets and wheelchair hire (£10 returnable deposit). There is lift access to the lower floor that houses one of the longest walk/wheel through aqua tunnels in the world and the restaurant which serves meals as well as snacks. Also on site are a shop and an outside picnic area and an otter enclosure. **Telephone 01244 389 482**

Nearby is **Cheshire Oaks** Retail Outlet Park with designated disabled parking and level access to the stores throughout. **Telephone 0151 348 5600**

# Cheshire West

Cheshire West combined with Chester is a unitary authority for Cheshire.

Ellesmere Port, Frodsham, Northwich, Winsford and Malpas are among the principal towns included within the area. This part of Cheshire has a wealth of industrial heritage sites that sprang from the natural rich salt deposits and an extensive network of waterways that developed to provide the necessary transportation of raw materials and goods for the industry. In addition it offers visitors, world renowned gardens to visit and opportunities to view varied craft work of the local area and beyond. It also has some beautiful countryside and some excellent accessible trails both within the county's largest area of woodland at the Delamare Forest and along the Wirral Way.



**The National Waterways Museum** at Ellesmere Port is located by the Manchester Ship Canal and the river Mersey and houses a large collection of working boats. There is also a wealth of canal memorabilia and interpretation panels detailing waterways life in the old Victorian buildings. General access around the site is good, however it is important to bear in mind that the museum is a heritage site and some areas such as the Porter House Row cottages retain their cobbled paving and front steps. Access to the top floor of the main exhibition area in the Island Warehouse is via a large lift. There is a cafe, shop and designated toilets on site. **Telephone 0151 355 5017**



**Ness Gardens** were created by Arthur Kilpin Bulley who started work on the site in 1898. His daughter Lois presented the gardens to the University of Liverpool in 1948 several years after his death.

The gardens at Ness are a tribute to his expertise and in recent years have undergone extensive refurbishment to improve access for all visitors. General access around the paths is good with some inclines and a small proportion of the gardens such as the water garden are limited to visitors with good walking ability. Four manual wheelchairs and several motorised buggies are available to loan. There is a shop, a small plant nursery and an excellent restaurant adjacent to the entrance. **Telephone 0151 353 0123**



**The Anderton Boat Lift** which was as built in 1875 and improved in 1908 operated until 1983 when severe corrosion was discovered. The lift was designed and built to provide a means for barges to be lifted down the steep incline from the Trent and Mersey Canal to the River Weaver below. In 2002 after major refurbishment work had been completed it was opened as a Visitor Centre for the public.

The visitor centre, which has been specifically designed to be inclusive for all visitors, is on two floors, with the cafe and shop on the upper floor and an exhibition on the lower floor. There is wheelchair access down to the quay for the boat trip, from the lower floor. The zigzagged path takes visitors past a viewing point and picnic area. Wheelchair users and visitors with limited ambulant ability can access the boat via a ramp and hydraulic platform lift.

**Telephone 01606 786777**



**The Salt Museum** is situated in London Road in Northwich and is housed in a former workhouse belonging to the Northwich Union. As well as exhibits detailing the history of salt production in the area there is a wealth of information showing what life would have been like for paupers who lived in the workhouse. General accessibility around the museum is good with ramped access to the introductory video and a lift to the upper floor. There is a designated toilet, small shop and light snacks and drinks are available. **Telephone 01606 271640**

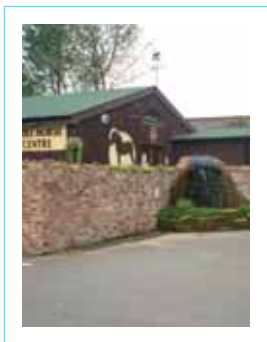


**The Delamare Forest** covers 950 hectares, it is the largest wooded area in Cheshire and is managed by the Forestry Commission. Linmere Visitor Centre is approximately five minutes away from Delamare railway station. There is a picnic area, designated toilets, a small shop with information, maps and books and a cafe. From here there is a network of trails through the forest including an easier access circular trail. For those visitors who are able there is cycle hire and the Go Ape aerial ropewalk experience. **Telephone 01606 889792**



**Blakemere Craft Centre** is situated at Sandiway adjacent to the A49/A556 crossroads. There is a good selection of craft and gift shops, a small gallery, a pottery and a plant centre. It is also home to Cheshire Waterlife and Falconry Centre with falconry displays in the summer months. There is plenty of designated parking, toilets and good access to the restaurant which serves meals as well as snacks. **Telephone 01606 883261**

**Cotebrook Shire Horse Centre** is situated near Tarporley approximately 10 miles from Chester. It is home to the internationally renowned Cotebrook Shire Horse Stud



with up to 30 stallions, mares and foals on site. As well as the horses, visitors can see a variety of domesticated and wild animals and birds. There is also a cafe, picnic area and a shop. The farm covers 50 acres and some of the horses are grazed in the fields and the paths to these are uneven and can be muddy. Manual wheelchair users will need the assistance of an extremely able pusher to see the whole site. However for those who cannot attempt this there is still plenty to see around the farmyard and exhibition area including a video about Cotebrook and the horses.

**Telephone 01829 760506**



**Cheshire Candle Workshops** are situated at Burwardsley near Tattenhall and as well as perusing the extensive range of candles and gift ware, visitors who wish to can try the candle dipping 'hands - on' experience. There are also candle carving demonstrations, a collection of working old 'penny arcade' slot machines and a cafe. Internal access around the workshops is via ramps with a stair lift to the top sales floor. The workshops are signposted from the A49 and the A41. **Telephone 01829 770401**



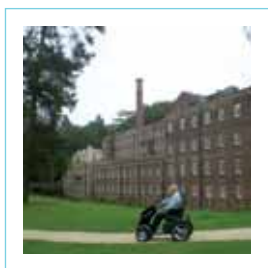
**Stretton Water Mill** is a working mill set in beautiful Cheshire countryside only 10 miles from Chester. Parts of today's mill date from 1630 and visitors are given an extremely informative guided tour by the Millers. Tours for groups with specific needs can be arranged with prior notice. This is a heritage site and access is limited. However there is access to the ground floor of the mill via a ramp, and for those who can transfer to the smaller dimensioned wheelchair kept on site, there is also access to the upper floor of the mill. There is also an excellent picnic area where visitors can enjoy the peaceful surroundings.

**Telephone 01606 271640**

# Cheshire East

Cheshire East is also a unitary authority for Cheshire and the principal towns include Congleton, Crewe, Knutsford, Macclesfield, Nantwich, Sandbach and Wilmslow. There are a wide range of visitor attractions to visit that can cater for all tastes including important heritage sites, beautiful gardens, an open air theatre and opportunities for all the family to discover about science and the natural world.

It's diverse and picturesque landscape from Macclesfield Forest bordering the Peak District through the Sandstone Escarpment of Alderley Edge down to the meadows and meres on the Cheshire Plain offers visitors stunning views and excellent opportunities to enjoy different aspects of its own unique countryside features.



**Quarry Bank Mill** at Styal is a National Trust property and a great deal of effort has been made to ensure that although this is a heritage site with steps and uneven surfaces there is a good visitor experience for everyone. Wheelchair users and visitors with more limited mobility can access three floors of the mill through alternative entrances and a wheelchair lift. A motorised buggy is available for loan to use in the gardens and a shuttle bus with wheelchair access is available to transport visitors to and from the car park and to the newly opened Apprentice House. There is a restaurant and shop as well as a designated toilet facility. There is a great deal to see and do at this attraction and visitors will need to leave sufficient time for a visit to be able to explore it fully.

**Telephone 01625 445896**



**Arley Hall and Gardens** near Northwich has been the home of the present incumbent's family for over 550 years and is one of Cheshire's 'Gardens of Distinction'. It is most famous for its original herbaceous borders and the rose garden. It is a large site with good wheelchair access to the majority of the gardens, the chapel and the ground floor of the hall. There is a restaurant, shop and plant nursery adjacent to the entrance and there is a motorised buggy or manual wheelchair available to loan for visitors with more limited mobility. **Telephone 01565 777353**



**The Silk Museum** in Macclesfield is housed on three different sites within walking/wheeling distance of each other. The Heritage Centre gives an in depth history of silk production in the town including a video presentation. Please note access to the video theatre and displays on the lower ground floor is via a stair lift. Silk products are still being manufactured in Macclesfield and visitors can also peruse a selection of silk scarves and ties on display in the gift shop or enjoy some refreshment in the excellent Mulberry Tree tearooms.



The Industrial Museum is only a short distance from the heritage centre but please note there is a steep incline on the return journey alternatively there is on-street parking near the entrance for blue badge holders. This Museum is housed in the former Macclesfield School of Art and houses an, extensive collection of costumes, pattern books and samples of silk designs. Wheelchair access to the upper galleries is via a lift. Also on display are silk worms and moths and visitors can learn how they are raised. From here the tour guide will escort you to the adjacent Paradise Mill to see the working looms. The working floor of the mill is accessed via a

lift which is operated by the tour guide. The tour lasts about 45 minutes and is extremely informative but spaces are limited so pre-booking is recommended to avoid disappointment. **Telephone 01625 612045**

**West Park Museum** is situated within West Park and was gifted to the town of Macclesfield by Marianne Brocklehurst. It houses a wide variety of artwork and exhibits, including a collection of paintings by the locally born, wildlife artist Charles Tunnicliffe. The fine display of Egyptian artefacts was collected by the benefactor during her travels abroad between 1873 and 1891. N.B. There is parking within the park and adjacent to the entrance for blue badge holders (accessed off of the B5087). There are no designated toilets at the museum but there are some in the park by the cafe.



**Jodrell Bank Visitor Centre** offers visitors the chance to view the Lovell telescope and learn more about our solar system and beyond from the interpretation boards sited around it. The video theatre which has showings throughout the day offers a 3D experience. Jodrell is also home to the 35 acre Granada Arboretum with the national collections of Mallus (crab apple) and Sorbus (rowan). There is a circular, easy access trail with a good surfaced path through the main part of the arboretum. **Telephone 01477 571339**



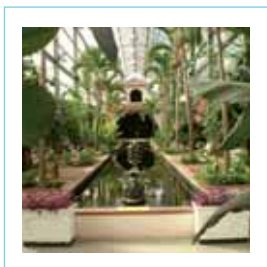
**Gawsworth Hall** near Macclesfield is an ancient manor house dating back to the 14th century and that is still privately owned. Due to the historic nature of the house, disabled access is limited to people with more ambulant disabilities. However throughout the summer months

Gawsworth has a very diverse programme of events staged at its open air theatre in the beautiful garden. Wheelchair users and other people with disabilities have good access to viewing points (see photo) and seating for the performances. For a programme of performances and booking information please **Telephone 01260 223456**



**Nantwich Museum** is located in Pillory Street in the former Public Library which stood on the site of a gaol. It gives an in depth insight into the history of the town and some of its more famous inhabitants. There is a good interactive element to the museums exhibits and visitors with cognitive or sensory impairment might find this particularly suitable. A diverse programme of temporary exhibitions are displayed in the millennium gallery.

**Telephone 01270 627104**



**The Palms Tropical Oasis** is part of Stapeley Water Gardens at Nantwich and is an excellent 'all weather' attraction. Visitors can discover the creatures and plants that inhabit the rainforest or watch the antics of the resident meerkat family. On fine days there is the Italian garden to enjoy. A gift shop and a cafe are situated by the entrance. Also on site is Stapeley Garden Centre which specialises in water features. **Telephone 01270 623868**



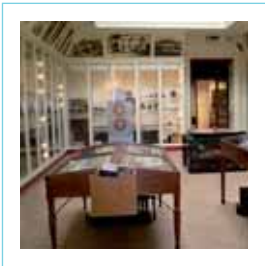
**Bridgemere Garden World** which is part of The Garden Centre Group is situated near Woore. As well as an extensively stocked plant nursery there is a six acre garden which gives visitors ideas for design and planting schemes. Also on site is a large shopping area, a restaurant, a cafe, several independent stores and designated parking adjacent to the entrance. **Telephone 01270 521100**

# Warrington



Warrington is both a large town and unitary authority area of Cheshire and stands on the banks of the River Mersey. There was a Roman settlement on the same site due to its importance as a prime crossing place on the river.

With a good selection of parks, woodlands and gardens, Warrington also has plenty to offer those who enjoy the outdoors and could make an ideal base for visiting Chester, Liverpool and North Wales.



**Warrington Museum and Art Gallery** was founded in 1848 to house 2,745 specimens from the local Natural History Society. The collection has now grown to over 200,000 objects covering a wide variety of interest. There is also an extensive selection of art on display and regular temporary exhibitions. The museum is open six days a week Monday - Saturday and entrance is free. The collections are housed on the upper floors of the building above the library and accessed via a lift. **Telephone 01925 442733**



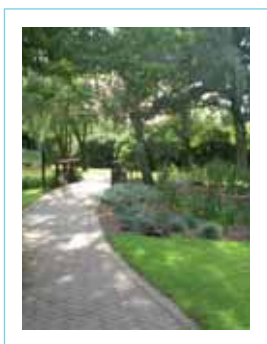
**Walton Hall and Gardens** are only a short distance from the town at Walton just off the A56 to the south of Warrington. Parking for blue badge holders is free of charge and there is an accessible toilet/changing room near the entrance. General access around the pathways is good. Entrance to the gardens and grounds is free and there is plenty to see and do including a heritage centre, a children's zoo and a large play equipment area. Also in the grounds adjacent to the heritage centre is a small cafe selling light refreshments. Nearby is a small sensory garden with an accessible picnic table. **Telephone 01925 261957**

Every year in July the grounds play host to Warrington Disability Awareness Day where there are large marquees providing all kinds of independent living information, individual exhibitors and a central arena with a wide programme of displays and events. It is a fun day out for everyone who attends and is extremely well organised.



**Gullivers Theme Park** is situated at Old Hall in the Sankey Valley to the North West of Warrington. It is designed for families with pre-teenage children and offers a fun day out. The park is divided into different areas each with its own theme. The elevated board walk in the Lost World is a particularly good experience for all visitors. General access around the site is good. A detailed fact sheet on accessibility to individual rides and features is available from the park's customer service department.

**Telephone 01925 444888**



**Norton Priory Museum and Gardens** is located to the south west of Warrington between Daresbury and Runcorn. The 900 year old priory ruins, the museum, the walled garden and grounds make Norton an ideal day out. A great deal of effort has been made to welcome all visitors and more improvements to the site are scheduled. The walled garden is situated a short distance from the museum's main site and there is additional parking adjacent to the entrance. The garden is a wonderfully peaceful place and there is level access through a side entrance.

**Telephone 01928 569895**

# *Useful contacts*

## *Shopmobility:*

Chester, tel: **01244 312626**

Crewe, tel: **01270 580 031**

Ellesmere Port, tel: **0151 355 1420**

Macclesfield, tel: **01625 613111**

Nantwich, tel: **01270 537358** (must be pre-booked)

Northwich, tel: **01606 353525**

Warrington, tel: **01925 231941**

Wilmslow, tel: **01625 522275**

Winsford, tel: **01606 557550**

## *Useful Organisations:*

Dial Chester, tel: **01244 345655**

Warrington Disability Partnership, tel: **01925 240064**

Disability Resource Exchange, Crewe,  
tel: **01270 501535**

Dice Ltd, Ellesmere Port, tel: **0151 355 1420**

Disability Information Bureau (Macclesfield Branch),  
tel: **01625 501759**

Disability Information Bureau (Congleton Branch),  
tel: **01625 501759**

Vale Royal Disability Services, tel: **01606 888400**

## *Visitor Information Centres:*

Chester, tel: **01244 402111**

Congleton, tel: **01260 271095**

Ellesmere Port (Cheshire Oaks), tel: **0151 356 7879**

Knutsford, tel: **01565 632611**

Macclesfield, tel: **01625 504114**

Nantwich, tel: **01270 537359**

Northwich, tel: **01606 353534**

Warrington, tel: **01925 428585**

Wilmslow, tel: **01625 522275**

## *Links to other useful websites:*

**[www.visitchester.com](http://www.visitchester.com)**

**[www.visitcheshire.com](http://www.visitcheshire.com)**

**[www.tourismforall.co.uk](http://www.tourismforall.co.uk)**

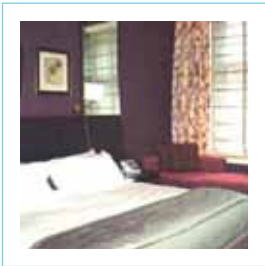
**[www.discovercheshire.co.uk](http://www.discovercheshire.co.uk)**

# Places to Stay

All of the accommodation featured has been visited and assessed by one of our team of wheelchair user researchers for accessibility. Each place will have level/ramped entrance and a wet-room / level access shower.

Please note however that whilst we have tried to ensure that the accommodation will meet most wheelchair users' needs we strongly advise you to consult with each provider about your own specific requirements.

## Chester



**The Chester Grosvenor and Spa** dates back to 1865 and is owned by and named after the family of the Duke of Westminster and is located in the heart of the historic city of Chester. The hotel has one very spacious, first floor, designated accessible room with en-suite wet-room. The room has been specifically designed to be both accessible and of high specification. The bedroom has good wheelchair access with right and left hand transfer to the bed. The generously proportioned en-suite wet room has good wheelchair turning space, right hand transfer to the toilet and an intercom as well as an emergency pull cord.

**Telephone 01244 324024**

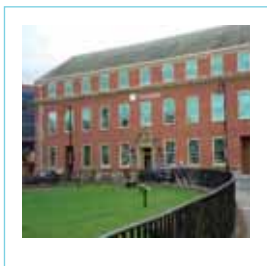


**The Premier Inn Chester City** is situated within easy wheeling distance of Chester's main railway station and is also ideally placed as a base to explore the city's many visitor attractions and shops. There are four designated accessible

rooms with en-suite wet rooms and two with low level baths situated on several floors of the hotel and each has good internal dimensions. Hotel guests also have use of the lounge/bar area and free access to the internet. N.B. There is a good designated toilet adjacent to reception (with right hand transfer). **Telephone 0870 111 2846**



**Holiday Inn Express** is situated at Chester Racecourse within wheeling distance of the city centre. It has 5 accessible rooms with en-suite showers, two on the ground floor and one on each of the 1st, 2nd and 3rd floors. There is designated parking adjacent to the level entrance into the hotel. Access around the ground floor including the dining area is good and there is a low level check-in counter. The accessible bedrooms have good wheelchair access and double beds with right or left hand transfer with an adjoining room for a carer/companion if required. All the en-suite shower rooms have left hand transfer to the toilet, wheelchair turning space, shower controls at an accessible height and room for a carer/carers if needed. **Telephone 0870 9904065**



**The Travelodge Chester Central** is situated opposite the Roman Amphitheatre and within easy wheeling distance of all the city centre attractions. The hotel has 3 double (or twin by prior arrangement) accessible rooms (with en-suite wet rooms), All 3 rooms are on the second floor and they are accessed via a lift. Please state on booking if you have a preference for right or left hand transfer in the en-suite. N.B. There is no car park or restaurant at the hotel but both are within easy reach. **Telephone 0871 984 6363**



**Doubletree by Hilton Chester Hotel** (formerly Hoole Hall Hotel) is situated off of Warrington Road in Hoole approximately 2 miles from the city centre and adjacent to junction 12 of the M53. In 2009 following extensive refurbishment a three storey spa was added. There are six 'high specification' accessible suites available. Each suite has an accessible shower room, a second en-suite and can accommodate up to four people. Right hand and left hand transfer to the bed and toilet are available please state preference when booking. The Orchid Room restaurant (that provides breakfasts, light lunches as well as evening meals) and the bar and other public areas all have wheelchair access. **Telephone 01244 408800**



**The Ramada Chester** is situated off the A41 Whitchurch Road in Christleton on the Eastern side of Chester. It has one ground floor accessible room with an en-suite level access shower. Access around the ground floor is good and there is a designated toilet adjacent to reception and near to the dining area. The bedroom has a double bed (with right and left hand transfer) that can be arranged as twin beds with prior notice. Included in the room is an ironing board and iron. The compact en-suite has a shower with a shallow sill and right hand transfer to the toilet is impeded by the fixed screen (n.b. there is no left hand transfer). **Telephone 08448 159001**



**The Best Western Mollington Banastre** is situated off the A540 at Mollington on the outskirts of the city of Chester. It has one designated ground floor accessible room with a level access shower. Please note the room is accessed via several long corridors from the main entrance and there is no designated toilet near reception and the restaurant or

bar, however there is a designated toilet by the spa area. The twin bedded room has left hand transfer and right hand can be arranged by removing a bedside cabinet (with prior notice). The shower room is compact and there is a 1.5 inch sill into shower area and there is no side transfer to toilet. **Telephone 01244 851471**



**Catkin Dell** is a three bedroomed detached self catering bungalow situated in the village of Waverton just 10 minutes drive from the city of Chester. There is good internal wheelchair access to the lounge and kitchen diner as well as two of the bedrooms and there is an electrically adjustable bed on site. It has a separate wet-room. A cot and high chair are available if required. Guests can also sit and relax in the sun room or outside in the secluded garden at the rear of the property.

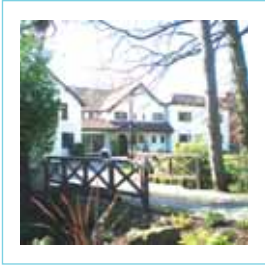
**Telephone 01244 336733 / 07951 223186**



**Willow Run Bed and Breakfast** is situated in Tarvin approximately 5 miles east of the city centre and adjacent to the A54. It offers stylish and accessible accommodation with views across the Cheshire countryside. There is good access into the breakfast room and around the accessible twin bedroom. The beds allow right or left hand transfer or can be arranged as a double if preferred. There are two other ground floor rooms suitable for family members or companions. The en-suite wet room has good wheelchair turning space and plenty of room for a carer if required. N.B. The positioning of wash basin means that transfer to the toilet is diagonal and from the left side. A great deal of thought has gone into making the accommodation both accessible and of high specification.

**Telephone 01829 749142**

## Cheshire West



**The Macdonald Craxton Wood Hotel** is situated at Ledsham, 5 miles north of Chester on the A540. The hotel has one designated parking space (can be reserved), a level entrance, high level check-in counter and level access to the accessible ground floor room. Access to the dining area, the conservatory and the main bar is good. There is right or left hand transfer to the twin beds and the tea/coffee making facilities, mirror and sockets are all at an accessible height for wheelchair users. Internal access inside the bedroom is limited for wheelchair users. The en-suite bathroom has a low level bath, grab rails and a wheel-in shower cubicle (fold down seat). N.B. Positioning of the bathroom furniture means that side transfer to the toilet is not possible and there is not room for wheelchair turning space in the shower area. **Telephone 0844 879 9038**



**Wall Hill Farm Guest House** is situated in the village of Acton Bridge near Northwich approximately 18 miles (30 minutes) from Chester. One of the seven individually themed bedrooms is a twin room which is accessible for wheelchair users via an external ramp and has an en-suite wet-room. There are also two other ground floor rooms accessed via one step and one has an internal adjoining door to the accessible room. Guests also have use of the attractive lounge and dining room.

**Telephone 01606 852654**

**Higher Farm B&B** is situated at Barton approximately 12 miles from Chester and set in beautiful countryside. There are two ground floor rooms with level access, one of which has a spacious en-suite wet room and three further



bedrooms upstairs, all with en-suite facilities. Care has been taken to combine accessibility with high specification and also to retain a sense of the history of this converted farm building. Guests can enjoy the use of an attractive lounge/breakfast room and the patio area pictured above. Pets as well as assistance dogs are also welcome.

**Telephone 01829 782422**



**Manor Farm Cottages** are situated at Egerton just 13 miles from Chester on a former dairy farm. There are two self catering cottages (Dove and South Lawn) with views over the Cheshire countryside to the Bickerton Hills. Each sleeps up to 4 people in a twin and double bedroom and has a level access shower. They also have access to an attractive outside patio area overlooking fields. Manor Farm also offers B&B and there is one ground floor room which although not fully adapted might be suitable for friends and family who are not able to negotiate stairs. The property is ideally situated for touring North Wales and Shropshire as well as nearby Chester. **Telephone 01829 720261**

## Cheshire East

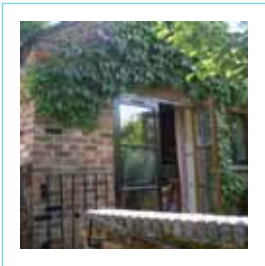


**Kerridge End Holiday Cottages** are situated at Rainow near Macclesfield deep in beautiful countryside bordering the Peak District. There are 3 cottages on site and the Hayloft has 3 bedrooms which include an accessible twin room with en-suite wet room. The Hayloft has been specifically designed to provide both accessibility and an enjoyable and comfortable stay. It is conveniently situated not only for exploring Cheshire but also the nearby Peak District. **Telephone 01625 424220**



**Common Barn Farm** Common Barn Farm is situated to the north east of Macclesfield in a peaceful setting, down country lanes with outstanding views over the surrounding countryside. It has five Bed and Breakfast rooms, one room with an en suite wet- room is suitable for guests with limited mobility. Guests also have use of a sunny lounge and breakfast is served in the farm's pleasant tearoom. The farm would make a good base for exploring the rest of Cheshire and the Peak District.

**Telephone 01625 574878**



**Strawberry Duck Cottage** is situated in the grounds of Bryher Cottage at Bosley within a short driving distance of Macclesfield and Congleton in Cheshire. It is well placed as a base for exploring the East Cheshire Countryside and the nearby Peak District. The cottage is all on one level and can sleep up to four people with a twin bedded room and a double bed settee in the lounge. There is an outside eating area and guests with some ambulant ability can also enjoy a decked area overlooking the pond in the grounds.

**Telephone 01260 223591**



**Acorn Cottages** are two self catering cottages set on a working farm in the beautiful Cheshire countryside near Congleton. One of these is The Shippon which attractively retains many of the features of it's former life and offers a ground floor twin bedroom and a galleried double bedroom upstairs. There is a good sized wet-room in the cottage, with a portable shower chair available for guests use if required. The cottage would make a good base for exploring the Cheshire countryside and attractions locally or further afield.

**Telephone 01260 223388 / 07711 350758**



**The Quality Crewe Arms Hotel** is conveniently situated across the road from Crewe Railway Station and within wheeling distance of the main shopping area. It could make an ideal base to explore Chester and the rest of Cheshire. The hotel has one ground floor accessible room with an en-suite wet-room and is within easy reach of the breakfast room/restaurant and lounge.

**Telephone 01270 213204**



**New Farm B&B** is situated on a former farm at Wettenhall near Tarporley. It has five rooms including one accessible room with an en-suite wet room. Breakfast is served in the adjacent dining room. There are several coarse fishing pools on site, one of which has level access from the adjacent touring caravan pitch and a second can be accessed via a short coarsely gravelled ramp from its own car park. **Telephone 01270 528213**



**Mill Covert B&B** is set in a peaceful location off of a country lane in the beautiful Cheshire countryside. This extremely attractive property has one fully accessible ground floor room and a second ground floor room which may be suitable for ambulant guests with limited mobility. There are also two further rooms upstairs. The property has been specifically designed to provide both accessibility and high specification and the accessible room's spacious en-suite has both a level access shower and a whirlpool bath.

**Telephone 01270 841781 / 07905 416681**

## Warrington



**The Premier Inn Warrington** is situated on Winwick Road just a mile from the town centre and easily accessed off the motorway network. The hotel has two ground floor accessible rooms with en-suite wet-rooms. Internal access around the public area of the hotel is good and the rooms are spacious. Adjacent to the hotel is The Toby Carvery which also has level access. N.B. There are other Premier Inn's within the Warrington area but their accessible rooms contain baths not level access showers.

**Telephone 0870 111 2934**



**The Ramada Encore** lies to the North East of Warrington at Birchwood and has eight accessible rooms with en-suite wet-rooms, two of which are on the ground floor. Easily accessed off the M62 and M6 the hotel is conveniently placed for both business trips and as a base to explore the local area, wider afield in Cheshire, Lancashire and North Wales. Warrington Town Centre and Risley Moss Nature Reserve are within a few minutes' drive. The hotel's rooms are both spacious and of high specification.

**Telephone 0844 801 3690**



**The Inn Keepers Lodge** at Lowton is slightly further afield but conveniently situated off of the A580, East Lancs Road. It has one accessible ground floor room with an en-suite wet-room. There is adjacent designated parking and easy access from the lodge to the Carvery.

**Telephone 0845 11 26 028**

# Countryside Trails Pages for Cheshire

We have visited and assessed thirteen accessible trails for Cheshire and have divided them into the four areas of the county. All are worthwhile visiting and they each offer a unique view of the diversity of terrain and 'flora and fauna' that is an integral part of the Cheshire countryside.

The trails are categorised according to ease of use for a wheelchair user (or with a baby buggy) to assist you. The categories are as follows:-

## **Category 1**

These are easy access routes suitable for wheelchair users (If able) without assistance.

## **Category 2**

These are moderately easy routes and are suitable for wheelchair users with light assistance.

## **Category 3**

These routes have fairly steep gradients or rougher surfaces and are suitable for wheelchair users with assistance from someone who is fit and able.

## **Chester**

### **Riverside Promenade: Category 2**

Ordnance Survey Explorer Map 266 (Wirral & Chester)

The Riverside Promenade is a linear trail in Chester which can be accessed from several points but we recommend parking



in the Little Roodee car park where there are four designated parking spaces, a good sized accessible toilet (radar key operated and right hand transfer) and a cafe. This is the middle point of the trail and from here visitors can go westward around the perimeter of the racecourse or eastward following the line of the walls to the riverboat embarkation point. Access along the western section has been improved and there are excellent benches with views over the River Dee or the racecourse (N.B. This section is closed on race meeting days). Please note there is a camber inclined towards the river that might mean self propelling manual wheelchair users would require some assistance. The eastern section also has plenty of seating and you might be lucky enough to catch a glimpse of the resident cormorants fishing from rocks in the river. There are several accessible riverside restaurants and bars and visitors can also take a river trip from here.



### **Stanney Woods: Category 1**

Ordnance Survey Explorer Map 266 (Wirral & Chester)

The woods are situated at Whitby on the northern outskirts of Chester. There is a small car park just off the A5117. N.B. Access to the woods is via a metal barrier (used to prevent motor cycles from entering) which might also prohibit larger powered chairs. Once inside there are 3 circular trails each varying in length but all with excellent hard surfaced paths. It is an ancient woodland of oak and silver birch, with some hazel and holly that was once part of the Mersey Forest. This is a pleasant easily negotiated level trail.

## Cheshire West

### The Wirral Way: Category 3

Ordnance Survey Explorer Map 266 (Wirral & Chester)

The Wirral Way is based on the former Hooton to West Kirby Branch Line Railway which closed in 1956 and is situated within the Wirral Country Park which was the first country park in Britain. This linear trail extends for twelve miles many of which have level access. The whole trail however we have graded a category 3 as it involves negotiating some inclines, the steepest of which is at a former cutting near the Lees Lane car park. Please note that at present there are not many benches along the trail but more are scheduled.

It is possible however to wheel for a long way on level sections e. g the trail is easily accessed from the car park at Hadlow Road Station (N.B. The station has toilets that are accessible for a wheelchair user but no grab rails at present due to vandalism). From here it runs level for some distance towards Willaston making this section a category 1.

Entrance to the trail from the Lees Lane car park for wheelchairs and larger baby buggies is across an uneven path by the picnic area as the opening by the gate is too narrow. Visitors starting the trail here will encounter a long level section when heading back towards Hadlow Road (n.b. there is an awkward uneven surface by a bridge where the path has been narrowed to prevent use by horses). Heading right towards Neston you will encounter the previously mentioned cutting where the trail drops away quite steeply but then levels out.

There is also a car park at the former Baths in Neston. Access from here to continue the trail towards Parkgate involves crossing the busy B5134, however there are good dropped



kerbs positioned opposite each other and sufficient vision of the traffic by the bus stop near the entrance to the car park.

The trail passes through a variety of differing habitats on route from urban to rural environments and is an excellent wildlife corridor. Whether visitors have sufficient stamina to complete the whole 12 mile route (remember it is linear so you will need picking up at the end or have to return the same way) or a shorter section our researchers feel sure you will find it extremely enjoyable.

N.B. It would be possible to gain access to use an 'all terrain' scooter on this route.

For further information please phone 0151 327 5145 or e-mail: [wcp@cheshirewestandchester.gov.uk](mailto:wcp@cheshirewestandchester.gov.uk)

### **Delamere Forest: Category 3**

Ordnance Survey Explorer Map 267 (Northwich & Delamere Forest)

**Delamere Forest** is managed by the Forestry Commission and is situated approximately 10 miles from Chester and covers an area of over 950 hectares of mixed deciduous and evergreen forest, open grassland and wetlands. It is the largest wooded area in Cheshire and also lies within the Mersey Forest.

Linmere Visitor Centre is situated near Delamere Railway Station and from here visitors can access a variety of trails. There is an accessible toilet, a cafe and maps available at the visitor centre

The circular easier access trail that runs from the centre through Eddisbury Wood took our researchers 30 minutes to complete. It does go up steepish gradients on the outward section which is why we graded it a category 3.



The main circular trail around Blakemere Moss might be also possible for some wheelchair users or 'all terrain' scooters if you keep to the paths nearest to the lake (entrance over the bridge and by the 'go ape' lodge). However it does involve steep gradients at the start and although fairly level around the mere it has got very rough and uneven surfaces in places.

### **Farndon Boardwalk: Category 2**

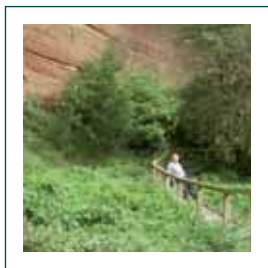
Ordnance Survey Explorer Map 257 (Crewe & Nantwich)

Farndon is approximately 7 miles south of Chester near the A534 and there is a picnic area by the 14th century bridge just outside the village. If you park at the end of the track you can wheel along a boardwalk trail alongside the river. The trail was constructed for the millennium and sadly is now in need of some repair although our researchers still found it accessible if somewhat overgrown in places. As well as providing good views over the river visitors can also get close to the sandstone cliff an important geological feature of the Cheshire countryside. Anglers with limited mobility may be interested to know that there are two accessible fishing platforms down a short sloping path by the edge of the car park (N.B. However these were silted up with mud on our visit).

### **Marbury Country Park: Category 1**

Ordnance Survey Explorer Map 267 (Northwich & Delamere Forest)

Marbury Country Park is situated at Northwich near the Anderton Boatlift and is at the heart of the **Northwich Woodlands** project which has created 350 hectares of parkland from what was once largely derelict land. There are designated parking spaces at the entrance and a designated toilet (right hand transfer and ramped entrance) near the information point (not wheelchair accessible but there are information leaflet dispensers outside).



There is a network of paths through the park many of which have easy access on compacted surfaces. Our researchers completed a 30 minute circular route from the entrance around the perimeter of the Lime Avenue, down towards the wood, across a field passing through two accessible gates and back up to the entrance past the children's play area. There are accessible picnic benches set on grass near the park entrance and level access across grass to the children's play area adjacent to the car park. A short circular level pathway also takes you from the information point past the ruins of the old house and the walled garden nursery with a view towards the lake.

## Cheshire East

### **Brereton Heath Local Nature Reserve: Category 3**

Ordnance Survey Explorer Map 268 (Wilmslow, Macclesfield & Congleton)

**Brereton Heath Nature Reserve** is situated at Davenport near Congleton. There is a good sized designated toilet (left hand transfer) and a visitor information centre adjacent to the 2 designated spaces in the car park. At weekends and school holidays a mobile refreshment bar is sited adjacent to the car park. Also on site are male and female accessible changing rooms each with a level access shower which are available for visitors taking part in canoeing on the lake. Clubs and schools wishing to use the lake can contact the rangers on 01477 534115 for further details.

The easy access 'Brimstone Trail' follows the perimeter of the lake and is almost level with a good surface throughout. On the far side of the lake there is a spur which goes through woodland and is marked on the map as unsurfaced. Our



researchers also found this section easy going and dry despite the previous wet weather. The trail is named after the bright yellow Brimstone butterflies that can be seen at the reserve and has excellent tactile way markers at regular intervals along the route. There are also a good number of benches around the trail. Our researchers completed the trail in 45 minutes and found it one of the best easy access circular routes they had visited throughout the UK.

### **Macclesfield Forest: Category 1**

Ordnance Survey Explorer Map 268 (Wilmslow, Macclesfield & Congleton)

Trentabank Visitor Centre in the Macclesfield Forest is situated across the road from Trentabank Reservoir and has a designated toilet (right hand transfer) and picnic area. The Nice Nosh refreshment van is parked adjacent to the centre each weekend and bank holiday throughout the year. From here visitors can cross the road to a short circular easy access trail with a viewing point over the reservoir where in spring visitors can watch the largest heronry in the Peak District. Although the trail is very short, the view across the reservoir is worth seeing and the area is beautiful to drive through.

N.B. There is another trail in the area around Ridgeway Reservoir but our researchers found that the loose surface on steep gradients made it unsuitable for wheelchair users.

### **The Salt Line: Category 3**

Ordnance Survey Explorer Map 268 (Wilmslow, Macclesfield & Congleton)

**The Salt Line** Trail follows a section of the old Sandbach Line of the North Staffordshire Railway Company which was closed to passengers in July 1930 but still ran as a goods line until 1970. Extensive improvement work was carried in 2003 and it is fairly level but there are steepish inclines where the



line went through the cutting. Our researchers parked in the small car park, south of Hassall Green, off the A533 where the trail passes under the M6 motorway. Access on to the trail is via wooden barriers which have extremely narrow dimensions making it unsuitable for larger powered chairs with supported seating and 'all terrain' scooters. The trail has good surfaced paths and is well used. Because of its open aspect it is particularly rich in more unusual plant species and butterflies. There are also accessible picnic tables at points along the route.

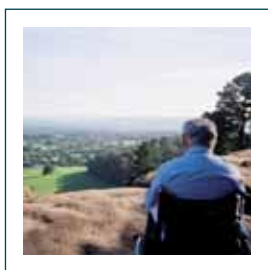
For more information please contact the Rangers on 01270 768835 or e-mail: [rangerservice@cheshireeast.gov.uk](mailto:rangerservice@cheshireeast.gov.uk)

### **The Wizard Trail: Category 3**

Ordnance Survey Explorer Map 118 (Stoke-on-Trent & Macclesfield)

The start to the accessible section of the trail which is situated at Alderley Edge is from the Wizard Tearooms car park and is on National Trust land. It winds fairly gently uphill (for approximately 1km) on a soft surfaced path through woodland to a viewing point from the sandstone escarpment that is 'the edge'. From here there are magnificent views across the Cheshire and Staffordshire countryside. For wheelchair users who can cope with some jarring, if you retrace your way back to the path and carry on, the trail can be circular. After following a woodland path downhill the trail meets a farm track that has a very uneven stony surface on several sections before reaching the car park again. Alternatively it is possible to retrace your route back down through the woodland to the start point.

The Wizard Tearooms are adjacent to the car park and there is a designated toilet in the car park (closed on our visit). Local legend has it that a Wizard guards the gates to a



cavern on the Edge where lie sleeping knights who will one day wake and save the land.

For further information please contact the National Trust Countryside Rangers on 01625 584412 or e-mail: [alderleyedge@nationaltrust.org.uk](mailto:alderleyedge@nationaltrust.org.uk)



### **Astbury Mere Country Park: Category 3**

Ordnance Survey Explorer Map 268 (Wilmslow, Macclesfield & Congleton)

**Astbury Mere Country Park** is in Sandy Lane off the A34 on the outskirts of Congleton. There is a small visitor centre, designated parking and an accessible toilet (right hand transfer) with a ramped entrance. Leaflets detailing the accessible circular trail are available from the centre. The trail goes down a slope and alongside the mere for a short way and then takes you up a steep slope to a good elevated viewing point over the mere. Visitors with limited mobility may prefer to rest here and enjoy the beautiful view then retrace their route back to the car park.

From this point on, the way marked accessible trail leaves the mere, passes through a housing estate and then there is a long section on a soft surfaced path with high back garden fences on one side and a steep bank on the other. This path which has a steep slope down in one place is used by local dog walkers, some of whom had not used the bins provided on our researchers visit. The accessible route then crosses a small road and returns to the main car park.

## **Warrington**

### **Sankey Valley Country Park: Category 1**

Ordnance Survey Explorer Map 276 (Bolton, Wigan & Warrington)

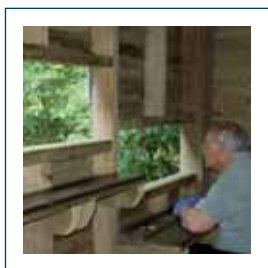


The Sankey Valley Country Park follows the course of the oldest canal in England linking St Helens with Warrington. Our researchers parked at the Ledyard Close car park off of Old Hall Road accessed off of A574. The car park had a studded surface but led on to a well maintained path alongside the canal. As well as being well used for recreation, the park is an important wildlife haven running through an essentially urban area and there is a surprisingly wide diversity of flora and fauna within it. The central section of the park widens into a more family orientated area with sweeping lawns and plenty of seating.

For more information on the park please phone 01925 571836 or e-mail: [rangers@warrington.gov.uk](mailto:rangers@warrington.gov.uk)

### **Risley Moss Nature Reserve: Category 2**

Ordnance Survey Explorer Map 276 (Bolton, Wigan & Warrington)



**Risley Moss** covers 220 acres and is the last remnant of the former boggy wasteland that once made up a large part of the Mersey Valley. The mossland has undergone a long term restoration project which was completed in 2002. It is situated near junction 11 off of the M62. There is a short inclined path from the car park to the visitor centre which has a good sized accessible toilet (right hand transfer) and a small display of information panels. From here visitors can take one of 3 way-marked routes. The red trail is the shortest and easily accessed along level well surfaced paths. There is an accessible woodland bird hide on route. With some assistance manual wheelchair users can also take a short spur up to the picnic tables (below the lookout tower) with excellent views over the moss.

Our researchers also completed the longer blue trail and found that this was reasonably well surfaced and accessible

although manual wheelchair users may need some fit assistance to negotiate some small inclines. The nature reserve is both an SSSI and a special area for conservation and offers visitors a chance to explore the woodland and to view this rare example of mossland.

For more information on Risley Moss please e-mail: [rangers@warrington.gov.uk](mailto:rangers@warrington.gov.uk) or phone 01925 824339

### ***Links to other useful websites:***

[www.forestry.gov.uk](http://www.forestry.gov.uk)

[www.nationaltrust.org.uk](http://www.nationaltrust.org.uk)

[www.northwichwoodlands.org.uk](http://www.northwichwoodlands.org.uk)

[www.warrington.gov.uk](http://www.warrington.gov.uk)

[www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)

[www.cheshireeast.gov.uk](http://www.cheshireeast.gov.uk)

[www.thepeakdistrict.gov.uk](http://www.thepeakdistrict.gov.uk)

[www.visitcheshire.com](http://www.visitcheshire.com)

[www.cheshirepeakdistrict.com](http://www.cheshirepeakdistrict.com)

# Accessible Transport

It has not been possible to provide in depth accessible transport information for this guide but we hope the following information may be of use.

## Community Bus Schemes

### PlusBus in Chester and Ellesmere Port

PlusBus is a door-to-door minibus service for those who have mobility difficulties and cannot use public transport. Telephone 0151 357 4420

### Ellesmere Port & Neston Community Transport Limited

Their aim is to provide affordable transport for the community including those with mobility problems. Telephone 0151 355 3739

### Community Bus scheme in Malpas

Telephone 01270 617143

### Cheshire East Community Transport Officer

Integrated Transport Service.  
Telephone 01244 973269

### Cheshire West and Chester Community Transport Officer

Integrated Transport Service.  
Telephone 01244 973269

### Crewe, Nantwich and Congleton Dial a Ride

Telephone 01270 211884 for Crewe  
Telephone 01270 505525 for Congleton



### **Macclesfield Area Dial-a-Ride**

Telephone 01625 613520 (+1+2)

### **Northwich Dial-a-Ride**

Telephone 01606 784497

(phone line open between 9am – 11am weekdays only)

### **Warrington Community Transport**

Dial-a-Ride service is provided for people who because of mobility problems cannot use conventional local bus services. Telephone 01925 419988

## **Rail Travel**

All travellers with disabilities are recommended to arrive at least 30 minutes before designated departure to allow time for ramps and any assistance needed to be sourced even if you have not booked assisted travel.

### **Assisted Rail Travel Service Information.**

This must be booked with the operator of the station you are travelling from but it will cover the entire journey even if your destination station is run by another operator.

### **Chester Station is managed by Arriva Trains Wales**

Arriva operate an Assisted Passenger Reservation Service on 0845 300 3005 (available 8am – 10pm). This can be used to reserve seats, arrange assistance for travel on the National Rail network and to buy tickets. N.B. Assistance should be booked at least 24 hours in advance and is available to all people with a disability that may require it e.g. those with visual impairment or wheelchair users. Information and advice on station accessibility is also available on the above number. Arriva recommend allowing for arrival at your departure station 30 minutes before the train time.



Assistance Dog Owners can book a space in front of a seat to ensure their dog travels in safety and comfort. More information about this service is available from Customer Relations on 0845 6061 660.

e-mail: [customer.relations@arrivatrainswales.co.uk](mailto:customer.relations@arrivatrainswales.co.uk)

The assisted passenger service does not operate at all stations only those considered accessible by Arriva however if you ring 0845 300 3005 24 hrs in advance of your journey an alternative service of a suitable taxi to take you to the nearest accessible station can be provided.

### **Crewe Station and Warrington Bank Quay are managed by Virgin Trains**

Assisted Travel - Virgin Trains Journey Care Phone Number 0845 744 3366

For information on station accessibility and to arrange special help

Assisted Travel is available Monday-Sunday 08:00-22:00

The Disabled Peoples Protection Policy is available from Virgin Trains Customer Relations at Free Post BM6613 Birmingham B5 4BR or 0845 000 8000

### **Fare information**

This applies to all rail travel regardless of which rail company you travel with.

#### **Disabled Persons Railcard:-**

application helpline **0191 2188103**

or **0191 2690304** (textphone) for those with hearing difficulties or write to:-

Disabled Persons Railcard Office, P.O. Box 163,  
Newcastle Upon Tyne, NE12 8WX.

**If you do not have a railcard** and you purchase a 'standard or first class full open return ticket', day single or open single and are a wheelchair user and will remain seated in your wheelchair for the entire journey, you are still entitled to a 34 % discount on the ticket price. You are also entitled to a 50% discount on a 'full day return ticket'. If you need a companion/carer to accompany you whether you are a child or an adult then they also will receive the above discount.

Children aged between 5 years and 15 years who are wheelchair users and remain seated in their wheelchair the entire journey receive 75% discount on all the above ticket prices.

National Rail enquiries:- **08457 484950** text phone:- **0845 6050600**

National Rail also produce a guide for travellers with disabilities called '**Rail Travel Made Easy**' that can be downloaded from their website [www.nationalrail.co.uk](http://www.nationalrail.co.uk) or collected from your nearest manned station.

National Rail have a station search available on their website [www.nationalrail.co.uk](http://www.nationalrail.co.uk) where it is possible to search for details on disabled access for all stations in the UK.

### Taxi Travel with assistance dogs

By law both taxis and private hire vehicles (minicabs) are required to carry Guide and Hearing Dogs as well as dogs trained by Dogs for the Disabled, Support Dogs and Canine Partners. The dog must be allowed to stay with their owners and be carried at no extra charge.

Drivers are told how to identify these dogs, so it is important that they wear their harness or jacket showing the name of the training charity.



## Leisure Transport

### The Chalfont Line

This company provide accessible coach (with a lift) tours both UK and abroad. They can provide a door to door pick up service (for an extra fee) if required.

Contact, Tel: **01895-459 540**

4 Providence Road West Drayton UB78HJ (UK),

e-mail: **holidays@chalfont-line.co.uk**

website: **www.chalfont-line.co.uk**

### The Barbara Bus Foundation

The foundation is a charity and anyone who is dependent on a wheelchair and cannot transfer to use cars, taxis or public transport can apply to loan one of the vehicles. There is no set fee for the vehicles but the charity relies on donations to provide the service.

Friends, relatives or carers may drive you provided they are over 25 years of age, under 75 and have a clean, current Driving Licence. To register they will need to complete a Drivers Form. Once drivers register with the Fund, they are covered by their Fully Comprehensive Insurance and Public Liability cover. The vehicle must be picked up from and returned to their base in Stanmore but is available to any eligible UK resident.

You can travel wherever you wish to go - for up to two weeks at a time. You can use the vehicles for short local trips, or for holidays - if you wish to take them abroad you may do so but you will need to discuss your plans with the Co-ordinator in advance.



They have six vehicles available and should be able to accommodate most types of wheelchair - please see the Vehicle Profiles on their website for full details or telephone their contact number. All users should note that wheelchairs are secured in the vehicles using a four point webbing restraint system, so they must be suitable for this.

Contact, Tel: **020 8416 0733**  
e-mail: **office@barbarabus.com**  
website: **www.barbarabus.com**

The Barbara Bus Fund, Louis Fleischmann Building, RNOHT, Brockley Hill, Stanmore, Middlesex, HA7 4LP.

### Wheelchair Accessible Limousine

The Access A Limo is based on the Wirral. The vehicle has black leather upholstery, a television and stereo system and can accommodate 1-2 wheelchair users and up to 7 other guests.

Contact, Tel: **0151 2227380** or **07771791315**  
Website: **www.accessalimo.co.uk**

### The Jumbulance Trust

The Jumbulance Trust is a charity that exists to make it possible for severely disabled, sick and dependent elderly people to travel on holidays and day outings which for most would be well nigh impossible by air, rail, standard coach or any other means. Jumbulance can be hired to take a party to see local places of interest or they are available for hire for a longer period perhaps to take a Group on a 10 day holiday to places all over mainland Europe. With all the special facilities in a Jumbulance passengers can travel safely and in comfort all day and throughout the night, with no need even to disembark when crossing the channel.



Contact, Tel: **01582 831444**

Delaport Coach House, Lamer Lane, Wheathampstead,  
St Albans, Herts AL4 8RQ

e-mail: **njtt@clara.co.uk**

Website: **www.jumbulance.org.uk/index.php**

## *Useful Websites:*

**[www.communitybasedtransport.co.uk](http://www.communitybasedtransport.co.uk)**

**[www.a2binfo.net](http://www.a2binfo.net)** (details community transport in specific areas)

**[www.dptac.gov.uk/door-to-door](http://www.dptac.gov.uk/door-to-door)** (wide range of disability related travel information)

**[www.warrington.gov.uk/Transportandstreets/  
Publictransport/Accessible\\_Transport.aspx](http://www.warrington.gov.uk/Transportandstreets/Publictransport/Accessible_Transport.aspx)**

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For further information visit our website at [www.disabledholidayinfo.org.uk](http://www.disabledholidayinfo.org.uk)



Look out for the other guides in our series:-

**The Wheelchair Users Guide to Accessible Activities in and around Shropshire**

**The Wheelchair Users Guide to Accessible Countryside Sites and Trails in Shropshire and the Borderlands**

**The Wheelchair Users Guide to Accessible Attractions for Shropshire**

**The Wheelchair Users Guide to Accessible Transport for Shropshire**