

The logo features a large, stylized yellow letter 'C' on the left side. To the right of the 'C', the words 'THE', 'ANTERBURY', and 'TALES' are stacked vertically in a yellow, serif font. Below this, the words 'Visitor Attraction' are written in a smaller, white, serif font.

THE
ANTERBURY
TALES

Visitor Attraction

Access Statement
March 2016

Introduction

Situated in the heart of Canterbury, The Canterbury Tales Visitor Attraction brings to life five of Geoffrey Chaucer's famous tales where guests have the opportunity to experience the sights, sounds and smells of medieval England. The Canterbury Tales is situated on St Margaret's Street (just off the main high street) on a flat pavement.

The attraction is based on two floors with 1 flight of stairs that takes you to the upper level of the attraction. There is lift access available if required. Please allow at least 40 minutes around the attraction using our complimentary audio guide.

There are also costumed actors inside the attraction who will be accompanying you on the first and last part of your 'pilgrimage'. We are happy for our visually impaired guests to touch exhibits and there is also a hearing loop available (switch hearing aids to T Mode when using the audio guides). There is also one wheelchair available on loan, free of charge.

You can also enjoy our gift shop which sells a wide range of souvenirs. The gift shop can also be accessed via the gift shop entrance on a slope which is located next to Whittard's coffee shop. We do not have an onsite Café but we are happy to recommend our local favourites and can advise which have wheelchair access.

Canterbury Tales staff can be found at the admissions and shop areas of the attraction and are happy to help if needed. There is also a First Aid trained Duty Manager on site.

We look forward to welcoming you. If you have any questions about your visit please call the information line on 01227 479227 or the attraction

directly on 01227 454888 between 10.30 and 17.00. Our email address is info@canterburytales.org.uk

Pre Arrival

Please note, Canterbury high street is pedestrianized and there is no vehicle access during business hours. The bus station, park and ride and taxi ranks are located at the top of St Georges Street, approximately 0.19 miles from the attraction. In the following sections we have provided some options for use of public transport, parking and the appropriate web sites to use for more details.

Arrival

Travelling by car

There is no car park onsite however the nearest car parking facilities in Canterbury are:

- Whitefriars multi-storey on Watling Street (492ft /149m) CT1 2TF.
Visit: <http://www.whitefriars-canterbury.co.uk/information/shop-mobility/>
- Council Operated car park on Watling Street (893ft /273m) CT1 2UD.
Visit: <https://www.canterbury.gov.uk/parking-travel-roads/parking/parking-for-disabled-persons/>
- [Orange Street Car Park caters exclusively for Disabled Parking CT1 2JA \(2.7 km\)](https://www.canterbury.gov.uk/parking-travel-roads/parking/parking-for-disabled-persons/)
<https://www.canterbury.gov.uk/parking-travel-roads/parking/parking-for-disabled-persons/>

Park and Ride

Approaching from Dover: New Dover Road CT1 3EJ

Approaching from Thanet: Sturry Road CT1 1AD

Approaching from Ashford: Wincheap CT1 3TY

All park and ride buses are accessible for wheelchair users and there are dedicated areas for Blue Badge Holders. Passengers alight at Canterbury Bus Station. For further info please visit : www.canterbury.gov.uk/parking-travel-roads/parking/parking-for-disabled-persons/

Travelling by train

The nearest train station is Canterbury East which is approximately 8 minutes' (2057ft /627m) walk away. Canterbury West station is where you will arrive if taking the high speed rail link from London. This station has a passenger lift but is greater distance from the attraction (1.14miles). There are taxis available outside of both stations. For further information refer to the `Passengers With Disabilities` section at the bottom of the National Rail Enquiries Web Page: www.nationalrail.co.uk

Travelling by bus

The nearest bus stop is Canterbury Bus Garage approximately 5 minutes' walk away. There is shelter and seating. Most Stagecoach buses are accessible and can accommodate one wheelchair. For further information refer to Stagecoach Buses www.stagecoachbus.com/accessibility-statement or call 0871 200 22 33

Main Entrance and Admissions Area

- The main entrance and admissions area of the attraction can be found to the left of the building.
- Entrance to the gift shop only is on the right of the building.
- There is a step that measures 11cm in height from inside the doorway that leads into the admissions area. Please note that from the outside of the admissions doorway there is step that measures 2cm in height which may affect mobility scooters entering the building.
- There is a portable ramp which enables access into the building over the step. The ramp is 91.5 cm long and 74.5cm wide. The admissions staff will be happy to help you.

- Complimentary wheelchair loan is available to guests whose own wheelchair is not a suitable for our lift.
- Please note that due to health and safety reasons, we can only accommodate one wheelchair user in the attraction at a time.
- The floor surface is tiled with two large rubber backed carpet mats.
- A wheelchair accessible toilet can be found adjacent to the admissions area.
- The admissions desk positioned at a height of 88 cm.



Due to the small size of the lift inside the attraction, it is advised that wheelchair users have the measurements of their own wheelchair checked by the admissions staff before entering the attraction. The measurements of the lift are as 110cm Wide / 117cm Deep. The weight limit is 300kg.

If you wish to park your mobility scooter or wheelchair somewhere safe please feel free to leave it by the Wife of Bath mannequin in the admissions area or the armoury display to the right of the admissions doorway. The admissions staff will be happy to direct you.



Guests with Hearing Impairments

- For guests who have a hearing impairment, there is a copy of the audio guide script for you to take with you through the attraction. Attached is a reading light as some of the scenes are dimly lit. Please ask at the admissions desk.

Guests with Visual Impairments

- For guests with visual impairments, there is the option for you to go around with a member of staff to touch the mannequins first and then a second time with the audio guide.

Attraction (displays, doors, flooring etc)

- Costumed actors will be accompanying you in the first three and last three scenes of the attraction.

- The tales in between the acting performances are told by a handheld audio guide.
- The floors in the rooms of the attraction are flat and even.
- In the rooms which have one step, we will lay down a ramp to allow wheelchairs to move easily between rooms.
- In the rooms which have more than one step, we will provide assisted lift access. In this case, a short linking piece of the story will be missed. You will not miss any of Chaucer's tales.
- The rooms inside the attraction are dimly lit.
- We limit group sizes to 10 people as there is limited turning space for mobility scooters/electric wheelchairs. It is advisable that guests who use mobility scooters use the onsite wheelchair provided instead. Please note all wheelchairs and mobility scooters must fit the measurements provided on page 7.
- As you move through the attraction the door widths vary, please see the measurements for each door width below :
 Tabard Inn: 75cm
 Stables Door : 149cm
 Knight`s Tale: 129cm
 Millers Tale : 76cm
 Wife of Bath Tale: 95cm
 Pardoner`s Tale, First Door: 87cm
 Pardoners Tale, Second Door: 97cm

Public Toilets

- Public Toilets are located on the ground floor level in the admissions area of the attraction.
- There is one unisex accessible toilet available in the attraction.
- The door to accessible toilet is 76cm Wide.
- Toilet door handle is a wide push lever handle.
- Toilet height (from lid to floor) is 40cm High.
- There is a raised toilet seat on the disabled toilet.
- There is a hand rail located at the side of the toilet.
- Flooring is tiled and non-slip.
- The sink is at low height and there is a lever tap.
- There is no panic alarm located in accessible toilet.

Contact Information

Address: The Canterbury Tales, St Margaret's Street, Canterbury, Kent
CT1 2TG

Telephone: 01227 479227

Email: info@canterburytales.org.uk

Website: www.canterburytales.org.uk

Open 7 days a week excluding Christmas Day, Boxing Day and New Years Day.

We are also on Facebook and Twitter. We welcome all feedback and invite you to leave a review on Trip Advisor following your visit.

http://www.tripadvisor.co.uk/Attraction_Review-g186311-d215365-Reviews-The_Canterbury_Tales-Canterbury_Kent_England.html

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