

Reduced Mobility Policy / Access Statement for Stuart Line Cruises

The aim of this statement is to describe the facilities and accessibility of our attraction to visitors.

The information is factual and not intended as an opinion on the suitability for anyone with access requirements.

Introduction

Stuart Line Cruises is a passenger boat company operating on the River Exe Estuary and the East and South Devon Coastline (including the Jurassic Coast World Heritage Site)

Sailings take place on the river throughout the year and along the coast line during Spring and Summer.

They have been in operation since 1968 and have developed the business according to demand.

The company employs staff trained to appropriate levels for the working environment including training in first aid. Our staff are able to accommodate reasonable requests for assistance but are not trained in any aspect of personal care.

Pre-Arrival

- Telephone (Summer) 01395 222144
 - Telephone (Winter) 01395 279693
 - Website: www.stuartlinecruises.co.uk (online booking available)
 - Email: info@stuartlinecruises.co.uk
- Access statement available on request, general information sheet available for disabled visitors on request. Both available via email or hard copy (also in large print)

Arrival & Car Parking Facilities

The closest pay and display parking is 700m from the boarding point for our vessels. This parking is along Exmouth Seafront and in the town centre (flat public pavement access). There is limited side street parking (free of charge) less than 200m from our location. Blue badge holders can park within the same distance but this is subject to the standard Blue Badge Holder regulations.

Town 5 minute flat walk away

Bus Stop by Booking Office serving town centre (April to October only)

Council owned Cycle rack adjacent to booking office, located on Sustrans route and at start of Exmouth seafront cycle path

Main Entrance, Reception & Ticketing Area

There is a 6 inch step in to booking office, staff are stationed outside the office as well as inside to meet and greet visitors. Limited space in booking office, wheelchairs, pushchairs and prams are requested to remain outside. Booking office located in walled garden off the main public pathway, three access points through wall which is 3 feet high approximately. The footpath leading to the booking office is a shared pedestrian and cycle path in the control of East Devon District Council.

Public Areas

The land between the booking office and vessel departure points is not in the control of Stuart Line Cruises and is a combination of Council-owned and privately owned land. During Winter 2014/2015 sections of the private land are under development so areas may be fenced off or restricted as designated by them.

Our vessels accessible by ramps and steps and we have room for pushchairs/prams, walking frames and manual wheelchairs on board. At busy times items maybe requested to be folded where possible.

Manual Wheelchairs accepted on circular cruises from Exmouth.

Both vessels have a combination of fixed and moveable seating, layout varies according to trip

Public WCs

- Male & Female Toilets available on both vessels
- No RADAR or wheelchair accessible toilets on board (nearest RADAR toilet 15 minute flat walk)

Restaurant / Dining Room, Bar & Bar area, Take Away & Cafe

• Licensed Bar on board both vessels (hot and cold drinks and small snacks), hot drinks are served in handled mugs, cold drinks in glasses or plastic or glass bottles depending on type. Instant coffee and fresh milk (normally semi skimmed) are used. Decaffeinated tea and coffee and diet drinks are normally available. Snacks are individually sealed packages.

• Staff offer waiting service to all passengers.

Souvenirs available from Booking Office including postcards, keyrings and published literature such as books on the Jurassic Coast

Vessel Specific Information

- Pride of Exmouth - access is via a sloping ramp with handrails on most occasions. Extremes of tide may require passengers to board on the bow of the vessel which is only suitable for those who can manage steps. Top deck is predominantly open to the elements with a three sided shelter at the front which has a heated area in winter. Unisex toilet is available on the top deck (not wheelchair accessible). Staff operate waiter service for drinks and snacks to the top deck. Manual Wheelchairs are accepted and electric or outsized wheelchairs at the discretion of staff and the allowance of the tides. PA system broadcasts throughout the vessel but no hearing loop is available. A typed brochure of the commentary is available on request.

- Tudor Rose - access is via a sloping ramp to the pontoon (not owned by Stuart Line Cruises) and slope on to the vessel. Manual Wheelchairs can be accommodated. Stern of the vessel is enclosed although windows can be removed. Toilets on stern (not wheelchair accessible). PA system broadcasts throughout the vessel but no hearing loop is available. A typed brochure of the commentary is available on request.

Additional Information

- A family run business offering a friendly and professional service to people of all ages and requirements.

Address: Office: 5 Camperdown Terrace, Exmouth, Devon, EX8 1EJ

Vessel Departure: Exmouth Marina, Exmouth, Devon, EX8 1DS

Telephone: 01395 222144 (summer)
01395 279693 (winter)

Staff are experienced with relay telephone calls for the Deaf or Hard of Hearing

Fax: 01395 279693

Email: info@stuartlinecruises.co.uk

Website: www.stuartlinecruises.co.uk

Subdomains:

www.devonboattrips.co.uk
www.birdwatchingcruises.co.uk
www.jurassiccoastcruises.co.uk
www.rivertrips.co.uk
www.sailwithsanta.co.uk

Hours of operation: Throughout the year

Emergency number: 07831823874

Future Plans

- Installation of hearing loop
- Wheelchair accessible toilet on Pride of Exmouth
- New Vessel

Contact Telephone and Email Address

We welcome your feedback to help us continually improve if you have any comments please phone 01395222144 or email info@stuartlinecruises.co.uk

**Created: 16 July 2010
Edited: Monday, 05 January 2015**