

Access Information for



Introduction

We aim to provide a first class visitor experience to all visitors and worshippers and are continuously looking to improve accessibility and facilities.

We currently offer:

Pre-arrival

- Staff in the Visits Office and Schools Office will assist with all planning and enquiries and aim to provide a full and equal visitor experience to all visitors. Tel. +44 (0) 1227 762862, email visits@canterbury-cathedral.org or schools@canterbury-cathedral.org
- The Cathedral's website, www.canterbury-cathedral.org offers a facility to increase the size of text and downloadable 'Visitor Information' as well as 'Facilities for Visitors with Disabilities' leaflets.
- The Cathedral provides 3 wheelchairs for use within the Precincts/Cathedral. To ensure availability, please book in advance.
- We have guides trained in all types of disability or special needs, from sign language interpretation to tours for visitors with visual impairment and/or learning difficulty. Please apply in advance.
- Canterbury Visitor and Holiday Guides are available in large print, Braille or Audiotape via the tourism unit at Canterbury City Council, tel. +44 (0)1227 862284 or tourism@canterbury.gov.uk.
- Canterbury Information Centre, opposite the Cathedral's main entrance gate, offers a free advice booklet for visitors with disabilities and can also suggest suitable restaurants, shops and hotels. Tel. +44 (0) 1227 378100, email canterburyinformation@canterbury.gov.uk.
- Visitors to Canterbury can use the 'Shopmobility' scheme based at Gravel Walk in Whitefriars, tel. +44 (0) 1227 459889, email canterbury@cshopmobility.freeserve.co.uk.
- First class accommodation is available at the Canterbury Cathedral Lodge, www.canterburycathedrallodge.org which is located in the Cathedral grounds and offers rooms especially adapted for guests with mobility problems (level 3).
- For further details on disabled access to Canterbury, the Cathedral, shop and/or conference/accommodation facilities, visit www.disabledgo.co.uk

Arrival & Car Parking Facilities

- The Cathedral is located in the centre of Canterbury and pedestrian and/or wheelchair entrance into the Cathedral precincts is via Christ Church Gate, off the Butter Market. Although flat, many of the roads and access routes into the Cathedral are cobbled.
- Wheelchair access into the Precincts is through an outward swinging barrier. Path surface is cobbled and in places uneven. Staff are available to offer assistance.
- Vehicular entrance into the Cathedral grounds is through Postern Gate, Burgate. There are two disabled car spaces available in the Cathedral precincts, which are located immediately opposite the main entrance. Please book in advance.
- The '*Facilities for Visitors with Disabilities*' leaflet, available from website or on arrival, gives details of alternative routes and entrance into the Cathedral.
- Vehicles displaying a valid blue badge can use Canterbury pay and display car parks for free. For details of nearby car parks with disabled bays, visit www.canterbury.gov.uk/parking or tel. +44 (0) 1227 862429, email parking.services@canterbury.gov.uk.

Main Entrance and Welcome Centre

- Operating hours normally 09.00-17.00 hrs, but these vary depending on Services and events when access may be restricted. Up-to-date information is available from the Cathedral's website, www.canterbury-cathedral.org or Visits/Schools Offices.
- Large print visitor information leaflets and/or further assistance are available from the Welcome Centre or Welcome Desk.

Public Areas – General

- The Cathedral is a medieval building, and it is not always possible to provide the facilities we would like. Free assistance is available at all times through our uniformed staff and volunteers on arrival and throughout the visit.
- A '*Touch and Hearing*' model is available inside the main entrance into the Cathedral. Please ask for assistance at the Welcome or Audio Desk.
- A hearing loop has been installed in the Nave, Quire, Presbytery and Crypt for use during Services (not used for guided tours). Hearing aid users should adjust their aid to T.
- All Cathedral buildings are non-smoking areas.
- Assistance guide dogs are welcome and can be provided with water on request.
- Level access into the Nave is through the North Door, which has heavy, double doors of 1.44 m (4ft 8in) wide.

- There is a lift for entrance into the Quire. Dimensions 1.04m x 1.34m (3ft 4in x 4 ft 4in). No braille or tactile markings at present. Staff and volunteers are happy to assist.
- There is a 'Mobilift' for entrance into the west side of the Cloister and Chapter House. The Mobilift should be operated by trained staff only. Please ask for assistance at the Welcome Centre.
- An alternative route (without need for Mobilift) to the Cloister/Chapter House is via the east end of the Cathedral; mainly levelled concrete, partly cobbled/paved. The path is moderately sloped at the far eastern end.
- Step-free entrance into the Crypt is via a heavy door of 1.2 m (3ft 11in) wide and a wide ramp with handrails and moderate slope.
- Temporary ramps provide access to the Eastern Crypt, Quire floor and Library. Please ask for assistance.
- All doors into the Cathedral are heavy.
- The Trinity Chapel at the top of the Quire is the only area not accessible for wheelchair users. A touch screen computer (at wheelchair level) with text and images gives details of tombs and windows in the Chapel.
- Wheelchair users may view a Cathedral film, which includes footage of the Trinity Chapel, free of charge in the Cathedral's Audiovisual Theatre. Please book in advance with the Visits/Schools Office or ask at the Welcome Centre on arrival.
- The Cathedral has many steps throughout the building and most are very old and uneven. Where possible - but not everywhere - steps have white markings and/or handrails are provided.

Public Areas – International Study Centre / Schools Department

- Groups may pre-book a Cathedral film, which is shown in the Cathedral's International Study Centre (ISC). The ISC is a new, purpose built conference centre and the theatre is fully accessible on ground floor level. Doors are wide and the theatre has ample space for wheelchairs.
- School parties may book the lunch room facilities and/or project room facilities. The lunch room is on the ground floor and is fully accessible with wide doors. The project room is on the first floor and is accessible via a moderately sloped ramp. Please inform staff in advance, so that assistance can be given.
- The Schools Office staff work with teachers to ensure that all special needs are fully met and that all visiting school children receive an equality of experience.

Public Areas – Grounds and Gardens

- Paths and walkways are partly levelled concrete and partly cobbled and slightly uneven surface. The path at the east side of the Cathedral has a moderate gradient. Paths are generally wide.
- There are picnic areas which are mainly on levelled grass.
- There are benches throughout the site.
- There are no braille or tactile markings on signage in precincts or Cathedral.

Public Areas - Toilets

- There are no toilets inside the Cathedral.
- There is one toilet within the Cathedral grounds/public toilets for the sole use of disabled people. Access is level concrete with no steps.
- The public toilets are at a considerable distance from all entry doors.
- It is a unisex toilet and there is no need for a key.
- The door opens outwards and locks by a twist lock.
- The dimensions of the cubicle are 1.5m x 2.5m (4ft 11in x 8ft 2in).
- There is not sufficient space to the side of the toilet for a wheelchair and sideways transfer.
- There is a monitored pull cord distress alarm call system positioned next to the toilet.
- The hand dryer is 88 cm (2ft 10in) from the ground.
- The basin is 76 cm (2ft 6in) from the ground and has lever taps.
- The toilet seat is 48cm (1ft 6in) above floor level.
- There are grab rails, wall-mounted and drop-down rails.
- There is a separate baby change facility in the toilet block.

Public Areas – outside refreshment kiosk (seasonal)

- Access is via 1 step without handrail.
- Staff would be pleased to assist and bring refreshments to wheelchair bound visitors.

Attendance at Services

- Worshippers in wheelchairs are welcome and can be accommodated in the main seating areas. Advanced notice is helpful.
- Large print copies of Orders of Service and Hymns are usually available; please ask the Virgers or Stewards on arrival.
- A hearing loop has been installed in the Nave, Quire, Presbytery and Crypt. Hearing aid users should adjust their aid to T.

Cathedral Shops

There are two small shops inside the Cathedral with no access issues as they are at ground floor level with full and open access, although only one kiosk has a counter at wheelchair level.

The main Cathedral shop is located on the exit route out of the precincts, via a moderate ramp and automatic doors. Inside there are six steps to a lower level and 15 steps to the gallery on the first floor, with handrails on both sides. Staff are available for assistance to show items for sale that may be out of reach.

Contact Information

Telephone	+44 (0) 1227 762862
Fax	+44 (0) 1227 865222
Email	enquiries@canterbury-cathedral.org
Website	www.canterbury-cathedral.org
Address	The Precincts Canterbury CT1 2EH
Hours of operation	09.00-17.00 (16.30 hrs Apr-Oct) Last entry 30 minutes before closing times. Restricted access during Services and/or events. It is strongly recommended to telephone before visiting to check up-to-date opening times.
Local Taxi	+44 (0) 1227 464232
Local bus services	+44 (0) 8702 433 711 (Stagecoach East Kent)
National Rail Enquiries	+44 (0) 8457 484 950
Canterbury Visitor Information Centre	+44 (0) 1227 378100, www.canterbury.co.uk
Shopmobility	+44 (0) 1227 459889
DIAL Kent	+44 (0)1227 771155 (general advice for people with disabilities) or www.dialkent.org.uk
General access information for the disabled	www.disabledgo.co.uk

Please help us to improve our services and facilities for all visitors, by sending your suggestions for improvement to visits@canterbury-cathedral.org or calling the Visits Office on 01227 762862.