

Information to Assist Disabled Visitors to Wells

Wells Town Hall

Good access to the ground floor and a lift to the 1st floor; the Mezzanine floor is **not** accessible. There are toilet facilities for disabled visitors to the Town Hall on both the ground and the 1st floor. A defibrillator is located outside of the Town Hall, inside the telephone box.



At the rear of the Town Hall there is a Changing Places facility where parking is available for the purpose of this facility only.

Monday - Friday	08.00 - 18.00
Saturday	08.00 - 18.00
Sunday	09.30 - 13.00
Bank Holidays	Variable. Please check in advance www.wells.gov.uk

Market Place

From the Market Place it is possible to access the Cathedral, Museum through Penniless Porch), the Bishops Palace (through the Bishops Eye). The Tourist Information Centre is accessible through the Market Place where there are multiple dropped curbs.

Parking in the Market Place is not available on Market Days (Wednesdays & Saturdays).

Wells Cathedral

Most parts of the Cathedral are accessible with the exception of the Chapter House and Library.

- There are toilet facilities for disabled visitors.
- A lift to the restaurant.
- A hearing loop system is installed.
- Guide dogs are permitted.
- Wheelchair loan available, please enquire at the Cathedral Information Desk.

Bishops Palace

The majority of the gardens, including St Andrew's Wells are accessible by wheelchair, as are the ground floor rooms in the Palace, the Chapel of St Mark and the Holy Trinity, the Bishop's Table, and the Loft restaurant. There is a stair lift is available to the first floor on request.

The Bishops Palace Moat

The access around the moat and into the Recreation Park with Bandstand and Bishops Barn are suitable for wheelchairs.

Wells Museum

A reduced rate is available, as there is limited access in the Museum.

- A hearing loop system is installed.
- There are toilet facilities for disabled visitors.

Shopmobility

Community Care Mobility, Priory Road, Wells, 01749 675599

Mendip Mobility Street LTD 146 High Street, Street BA12 0ER 01458 448355

British Red Cross

Please contact the Red Cross in advance of your visit to book wheelchair and equipment loans

Tel: 0845 331 3331.

Toilets

Disabled facilities are available in Union Street and Princes Road Car parks, Wells Recreation Ground and Town Hall Buildings (next to Town Hall).



See Wells Town Hall above, a Changing Places facility is available at the rear of The Town Hall.

Car Parking in Wells

- **On Street** – There are allocated disabled spaces for on street parking in the High Street and Cathedral Green.
- **Car Parks**- All major car parks have designated disabled bays. However, these spaces tend to fill up quickly, therefore, Blue Badge holders may park **free of charge** in any marked bay. **Please see the tariff boards in car parks for any time restrictions that apply**. The Blue Badge holder must display the Badge and Clock in a prominent position at the front of the vehicle, showing the expiry date. Failure to comply with this regulation may result in an Excess Charge Notice for £70 being issued.
- **The Market Place does not have any parking.**
- Union Street, South Street, car parks – maximum 3 hours
- Princes Road, Tucker Street, Whiting Way (upper level only) car parks - long term
- Behind Peacocks, South Street - £5 all day, no concessions.

PLEASE SEE THE TARIFF BOARDS IN THE CAR PARKS FOR ANY TIME RESTRICTIONS THAT APPLY.

The Blue Badge holder must display the Badge (showing the expiry date) and Clock in a prominent position at the front of the vehicle. Failure to comply with this regulation may result in an Excess Charge Notice for £70 being issued.

Wheel chair Repair and Supplies and Hire:

Mendip Mobility, 146 High Street, Street, Somerset, BA16 0ER. Tel: 01458 448355.

ACCESSIBLE ATTRACTIONS:

Wookey Hole Caves – all areas accessible, except the caves.

- Guide dogs welcome.
- Disabled parking.
- Disabled toilets available.

Cheddar Caves – some areas accessible to wheelchair users.

- Facilities for hearing impaired visitors – explorer audio guides, guide books, video and pictorial displays.
- Facilities for visually impaired visitors – braille guidebook, guided tours for blind parties, guide dogs permitted.
- Parking areas for disabled visitors.
- Visitors ramp.
- Level access toilets for disabled visitors.

Clarks Village – All areas accessible to wheel chair users.

East Somerset Railway – Accessible to wheel chair users with assistance.

Glastonbury Abbey – Accessible to wheel chair users with assistance.

Royal and Bath West Show Ground – Accessible to wheel chair users with assistance.

Somerset Lavender Farm, Radstock – Accessible to wheelchair users with assistance.

Westhay Moor Nature Reserve – Accessible to wheel chair users with assistance.

Shapwick and Ham Wall National Nature Reserve - Electric mobility scooter can be borrowed from Avalon Marshes Centre to access these reserves. Accessible to wheel chair users.

Tropiquaria, Watchet – Accessible to wheel chair users.

Car Excursions: Somerset has some beautiful scenery and sights, which can be seen by just driving around the country side and some wonderful view points to admire some of the scenery from, suggested drives and viewpoints include:

- **Mendip Hills AONB** – Deer Leap – good views across Somerset Levels, views across to Weston-Super-Mare, Glastonbury Tor, Quantock Hills, Cheddar Gorge, Burrington Combe.
- **Ham Hill Country Park** – again good views from car park at the top, plus you pass through beautiful Ham Stone villages.
- **Exmoor Coastal Road (toll road)** – stunning coastal scenery as you make your way across Exmoor – various designated viewpoints on route, where you may spot Exmoor ponies, and other small livestock such as sheep and goats.
- **Somerset Levels** – there are various nature reserves on the Somerset Levels where a wealth of birds and wildlife can be spotted (some reserves are wheel chair accessible).
- **Longleat Grounds and Safari Park** – these can be driven around in your car.
- **White Horse, Westbury, Wiltshire** – can be spotted as you drive through the countryside towards Westbury.

Other Excursions and Activities:

- **City sight seeing bus** – available in Bristol and Bath, allows you to see the important sights of these cities.
- **Stourhead Gardens (National Trust)** – small golf cart can be pre-booked for exploring the gardens and grounds.
- **Accessible Easygoing Walks** – Cheddar reservoir, Apex Park at Highbridge, East Harptree Wood, Winscombe South (along former railway line), Stockhill Forest (The Ian McArdle Trail), Charterhouse Rural Walk (The Netherwood Easygoing Trail), Chew Valley Lake (The Glebe Trail).
- **Shopping** – Wells City Centre is a mixture of buildings from the medieval to the modern, making accessibility very varied from shop to shop. There are many dropped kerbs throughout the city to ease your way around the city.
- **Restaurants & Cafés** – Chapter Two, The Crown at Wells, Ask, The Good Earth (vegetarian and vegan), the Bishop's Table, The Swan Hotel restaurant, Goodfellows, Nostra, Rugantino's (Cathedral Green entrance for wheelchair users), Fosso Lougne, Blossoms, Da Luciano's Pizzeria, Tuckers Fish & Chip restaurant, Kitty Banks, Bishop's Eye, The Loft.
- **Public Houses** – The Crown at Wells, The King's Head, The Sheep & Penguin, The City Arms, The Full Moon, Rose & Crown, The Quarter Jack.

Local Hospital:

Minor A&E: West Mendip Hospital, Glastonbury 01458 836450
Shepton Mallet Community Hospital, Shepton Mallet 01749 342931

Doctors:

Wells City Practice 01749 836650
Wells Health Centre 01749 672137

Emergency Dentist:

Rock House Dental Practice, Wells 01749 674250

Chemists:

Boots the Chemist, 19-21 High Street, Wells BA5 2AA
Tesco, Tucker St, Wells BA5 2DZ

Oxygen Suppliers: Air Products Plc, 0800 373580

Transport (buses, rail etc):

First Bus Somerset & Avon – low floor buses not available on all journeys, ramps available on some.

Mendip Community Transport – call 01749 344141 for further information on this service.

Taxi operators who will carry wheel chairs:

- **Wookey Taxis, Wells** 01749 678039 please book in advance for transport with hydraulic lift.
- **C.J.W. Taxis** (Glastonbury) 01458 833106

Local fuel stations/garages:

- Esso Petrol Station, Chamberlain Street, Wells BA5 2PT 01749 674820
- Morrisons Petrol Station, East Somerset Way, Wells 01749 679174
- Budgens Petrol Station, Bath Road, Wells BA5 3LF 01749 671506
- Webbs Garage, Southover, Wells 01749 676967
- Bowley's Garage Services, Westfield Road, Wells 01749 674554
- Morrisons Petrol Station, Parkwood Estate, Wells, BA5 1SQ 01749 679174

Vets:

Westfield Vets, Wells 01749 673239 Parking and level access available.