

Accessibility Guide for Upper Derwent Visitor & Cycle Hire Centres

Upper Derwent Visitor Centre, Bamford, Hope Valley, S33 0AQ

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Upper Derwent Visitor Centre



Upper Derwent Cycle Hire Centre

Welcome

The Upper Derwent Visitor Centre at Fairholmes is the smallest of the four Peak District National Parks visitor centres. It is situated in woodland approximately 600 yds from Derwent Dam which is famous for its connection with the Dambuster Raid in WWII.

The site consists of a small visitor centre, hot and cold food kiosk, public toilets, a ranger base and a cycle hire centre. The cycle hire centre provides a range of equipment including - adult cycles, child cycles, trail-a-bikes, buggies, mobility scooter and beamer tramper mobility scooter.

There is car parking around the centre and at two levels operated by Severn Trent Water. There are pay and display machines and the charges are for two hours or all day.

Should you require further information on specific access or advice on planning your visit please get in touch.

At a glance

Level Access

Entry to the visitor centre is on level ground through full length double doors into a single room 6.2m square. Space is at a premium but a clear passage around the information, interpretation and retail display can be negotiated by wheelchairs. The counter has a lower section allowing wheelchair users access. Information is on small rotating panels located so that they can be accessed by wheelchair users.

Hearing

There is a fixed hearing loop at the counter and a doorbell at the entrance to draw attention.

Visual

Main entry doors have high contrast yellow and black warning tape.

General

Most contracted staff have attended the disability awareness training provided by Accessible Derbyshire

Getting here

Upper Derwent Visitor Centre,
Bamford,
Hope Valley,
S33 0AQ

Travel by public transport

Access to the centre by public transport is limited. The nearest railway station, Bamford, is 6 miles and a taxi is the only way to complete the journey. During the week there is one bus from Sheffield in the morning and two returning in the afternoon. During weekends Service 273/274 is in operation where there are three buses on Saturday and four on Sunday.

www.derbybus.info/times

Parking

Pay and display parking is on two levels around the centre, linked by a steep ramp. There are marked bays in the lower car park for disabled parking and blue badge holders park free. Access to the facilities from the lower car park is on a level, smooth surface.

Arrival

Path to the main entrance:

The immediate area in front of the centre has a number of benches and an information shelter that have to be negotiated to get to the visitor centre, food outlet and toilets.



Visitor Centre, toilets and food concession.

Main Entrance:

Entry to the centre is through a glass panelled double door, 1670mm / 66ins wide. Because this opens to the elements it is frequently necessary to close one of the doors, so there is an electric bell by the doorway to attract the attention of the duty assistant to open both doors if needed.



Visitor Centre doorway

Getting around inside.

Visual impairment

Main entry doors have high contrast yellow and black warning tape.



Visitor Centre retail area

Information Desk

- The route around the centre to the desk is 910mm / 36ins wide at its narrowest. The desk has a lower section plus a detailed map of the area fixed to the desk surface and a magnifying glass is available if needed.
- A fold-up chair is always available for anyone needing it. Also there is a wheelchair that can be borrowed, free of charge.
- Paper and pens are to hand to help with communications. Staff are available to help customers who require assistance to reach merchandise displayed at height and to navigate between fixtures throughout the shop.



Visitor Centre information desk and retail area

Things to see and do

- Within the visitor centre there is a wildlife DVD showing a year in the valley complete with subtitles.
- A relief model of the valley that is easy access for wheelchairs and young children, which has a system of push buttons linked to lights on features on the model and information on a screen.
- There is a cycle hire facility which has two Trampler off road scooters for hire.
- An easy access nature trail approx 300 metres from the centre. Three colour coded waymarked routes plus well surfaced stretches of waterside, traffic free track.
- The iconic Derwent Dam is only 500m from the centre and easily accessible.
- Parking at the top of the dam is permissible on weekdays , however if you are a blue badge holder, access is unrestricted.
- Information boards are on both east and west sides of the dam, the west side being the more easily reached.

Public toilets

There are public toilets situated immediately next door to the visitor centre, including an accessible one with enough space for a carer. All have baby changing facilities.

The cycle hire facility

Cycle Hire is less than 100metres from the visitor centre, along an even pathway which includes one gate. The entrance to the facility is over uneven ground with a pronounced incline making wheelchair access challenging. Inside the facility there is direct access to the counter which has a lower section.



Cycle Hire Centre



Cycle Hire Centre, the main doorway with incline/slope to the door

Place to eat and drink

There is a kiosk adjoining the visitor centre, serving hot and cold food and drinks. They also cater for vegetarian, vegan and gluten free needs. At present there is no covered eating area but there are picnic benches throughout the site some of which have been adapted to allow anyone in a wheelchair to use them.

Customer care support

- We endeavour to ensure that all staff have disability awareness training.

Accessibility Equipment:

- Two Tramper off road scooters are available to hire from the Cycle Hire Centre.
- We have a conventional wheelchair that can be borrowed free of charge from the visitor centre.
- We have a hearing loop in all public areas throughout the centre
- We welcome assistance dogs and can provide water bowls for them. Please ask staff for assistance.
- The nearest toilet area for assistance dogs would be the grassed area around the car park.

Emergency evacuation procedures:

In the case of evacuation, all customers inside the centres will be led to safety by a member of the team.