

**PEAK
DISTRICT
NATIONAL
PARK**

Accessibility Guide for Ashbourne Cycle Hire

Ashbourne Cycle Hire Centre, Mapleton Lane, Derbyshire, DE6 2AA.

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Welcome

Ashbourne Cycle Hire Centre is located outside of Ashbourne town centre at the southern most point of the Tissington trail and the northern tip of the Ashbourne tunnel. The site consists of the cycle hire, public toilets, café, tarmac car park and grass overflow car park.

At a glance

Level Access

There is level access from the main entrance into the cycle hire and shop, café and washroom facilities onsite

Hearing

We do not have a portable hearing loop available.

General

We endeavour to ensure that all staff attend disability awareness training

Getting here

Ashbourne Cycle Hire Centre,
Mapleton Lane,
Derbyshire,
DE6 2AA.



Travel by public transport

There is a regular bus service from Derby and Uttoxeter rail and bus station into Ashbourne town. www.derbysbusinfo

The nearest train station is Derby, approximately 14 miles away. Buxton station is approximately 20 miles from Ashbourne.



Parking

There are 2 car parks located in front of the cycle hire facility.

30 parking spaces are available plus 3 clearly marked accessible and blue badge parking bays. There are approximately 50 spaces available in the overflow field, only available in dry weather.

The car park surface is tarmac with a wide level path leading right up to the entrance.

There are no car park lights as the cycle hire facilities only open in day light hours.

There is one car park ticket machine just outside the entrance to the cycle hire building, 25 metres from the accessible parking bays. The team of assistants in the cycle hire centre can also issue parking tickets if required, due to the height of the machine. Parking is free for blue badge holders, please display the badge.



Car park area

Arrival

Path to the main entrance:

The path to the main entrance has a wide tarmac approach.

The door to the cycle hire is next to the café and opens out.



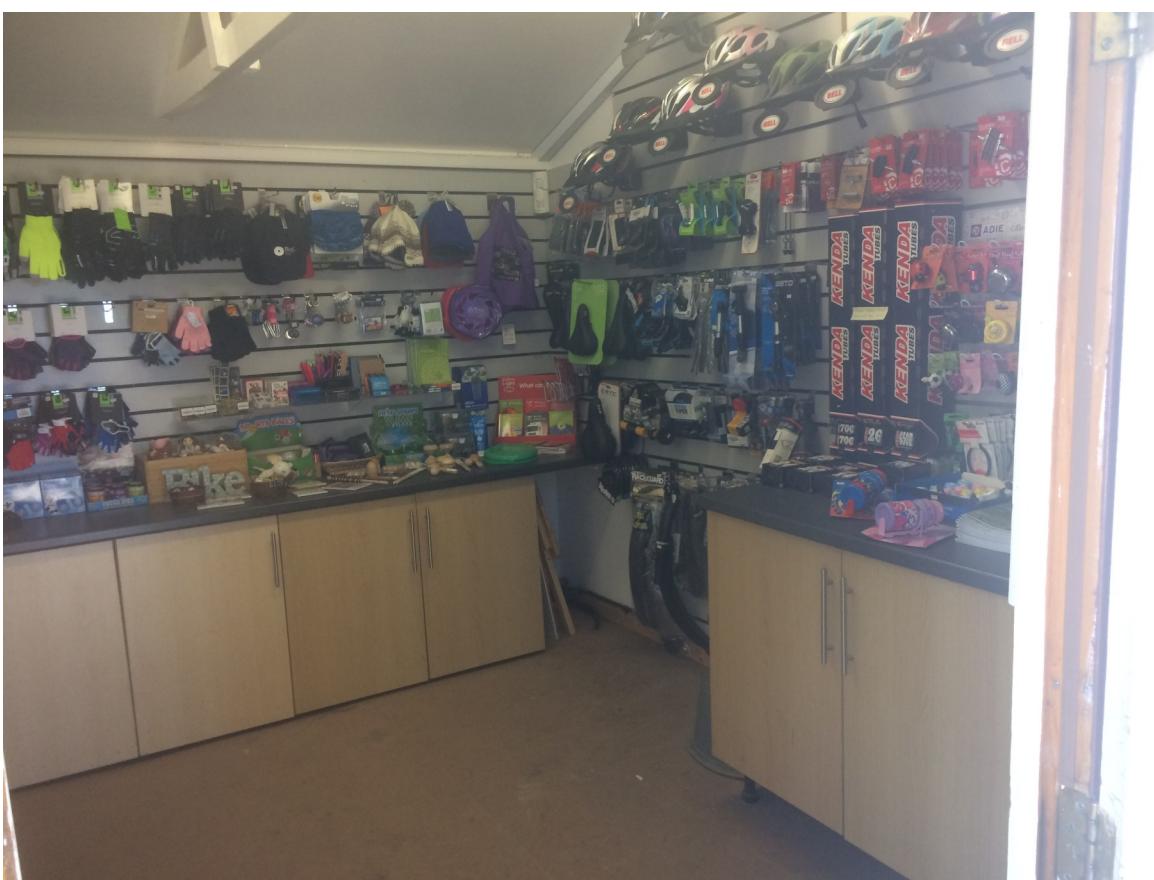
Cycle hire and refreshment concession area

Main Entrance:

- The main entrance has level access, the door into the shop in 810mm wide.
- The main desk / counter top is 950mm high.



Main door to the cycle hire



Shop area

Getting around inside.

The shop is open plan, with level access and no centre islands.

Information Desk

Information desk is 950mm high.

If required assistance can be provided through the use of pens and pads or paper.



Things to see and do:

The shop contains a wide variety of cycle items and gifts are available for purchase.

The cycle hire facility and shop

- From the main entrance to cycle hire/the shop, there is level access. The door is 810mm wide.
- The flooring in the cycle hire shop provides level access.
- There is one entrance to the cycle hire/shop.
- Merchandise is displayed on shelves up to a height of 1900mm.
- Staff are available to help customers who require assistance to reach merchandise displayed at height and to navigate between fixtures throughout the cycle hire facility/shop.



Public toilet

Toilets are on site including accessible toilet and baby changing facilities.



Accessible toilet

Place to eat and drink

- There is a refreshment kiosk located on site, food and drinks are served through a hatch.
- Tables are located outside the refreshment kiosk and there is table service on request.



Customer care support

Accessibility Equipment:

- Assistance dogs are welcome and water bowls can be provided. Please ask staff for assistance.
- The centre hires a range of bikes including tandems, electric bikes, a trike and an electric mobility scooter.

Emergency evacuation procedures:

In the case of evacuation, all customers will be led to safety by a member of the team or by a member of the fire brigade.

Customer care support:

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