

# The City of Caves Access Statement



January 2016

This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer to our guests.

## **Contents:**

<b>Page 3</b>	<b>Welcome</b>
<b>Page 4 - 5</b>	<b>Getting here</b>
<b>Page 6</b>	<b>Arrival &amp; entrance</b>
<b>Page 7 – 8</b>	<b>Exhibitions &amp; tours</b>
<b>Page 9</b>	<b>Café facilities</b>
	<b>Toilet facilities</b>
	<b>Changing places facilities</b>
	<b>Future plans</b>
<b>Page 10</b>	<b>Additional information</b>
	<b>Shop mobility</b>
	<b>Where to stay and eat</b>
<b>Page 11</b>	<b>CredAbility card</b>
	<b>Feedback</b>
	<b>Contact information</b>

# Welcome

Situated within the Broadmarsh shopping center in Nottingham the City of Caves offers visitors a unique experience to explore original sandstone caves under the cobbles of some of Nottingham's most famous streets.

The City of Caves are a listed historical monument and form only a small part of some 500 + caves that sit under the city's streets and parks.

We have made every effort to try and make our exhibitions, facilities and services as accessible as possible to all of our visitors. **Due to the historic nature of the caves, they are unfortunately inaccessible for visitors who use wheelchairs or mobility scooters, or have limited mobility.**

We do however provide a virtual reality presentation that is situated within the shop area and that is free of charge to view.

We also provide the following services:

- Hearing loop
- Accessible toilet ( Situated within the shopping center )
- Assistance dogs welcome
- Audio guides

We are happy to discuss with you any access requirements that you may have in advance of your visit, and if you require any further information please contact the customer services team on 01159 520555 or e-mail [info@gallerysofjustice.org.uk](mailto:info@gallerysofjustice.org.uk)

## **Getting here**

For full details and maps of how to reach us please see the directions section of our website by following this link: <http://cityofcaves.com/wp-content/uploads/2012/11/Caves.pdf>

Alternatively, you can plan your journey by car or public transport using a journey planning website such as; [www.travelineeastmidlands.co.uk](http://www.travelineeastmidlands.co.uk) or [www.theaa.com/route-planner/index.jsp](http://www.theaa.com/route-planner/index.jsp); simply enter your postcode and ours, which is NG1 7LS to get directions.

### Train

- The nearest train Station is Nottingham Train Station which is 0.8 miles away.
- For information about the accessibility of the station see [www.nationalrail.co.uk/stations/sjp/NOT/stationOverview.xhtml](http://www.nationalrail.co.uk/stations/sjp/NOT/stationOverview.xhtml)
- Accessible taxis, connecting both buses and Trams are available at the train station with their location clearly signposted in the arrivals hall.

### Bus

- The closest bus stop to the City of Caves is on Colin Street, opposite the Broad Marsh center car park and is served by the following services:
  - Green Line 5, 6, 7, 8, 9, 10, 11 from West Bridgford ( All via the train station)
  - Orange Line 34, 37 from Derby Road
  - Turquoise Line 76, 77, 78, 79 from Alfreton Road, Aspley, Strelley
  - City link 1 from Queen's Drive Park and Ride.
- Ask for the Colin Street Stop
- The bus stop is located approximately 0.2 miles away, (5 minutes). Follow the directional signage into the shopping center (medium paved gradient); once in the center follow the directional signage to the City of Caves
- There are shelters and seating provided at the bus stops

For more information about the accessibility of buses see: [www.nctx.co.uk/customer-services/information-centre-category/accessibility](http://www.nctx.co.uk/customer-services/information-centre-category/accessibility)

## Tram

- The closest tram stop is called the Lace Market Stop. This stop is served by the following services:
- From Hucknall Town park and ride, (M1 Junction 27).
- Phoenix park and ride, (M1 Junction 26).
- Toton Lane park and ride, (M1 Junction 25 A52).
- Clifton South park and ride, (M1 Junction 24 A453).
- From the Lace Market tram stop head a short distance down the hill onto Middle Pavement. Follow the directional signage into the Broad Marsh center where you will find directional signage to the City of Caves

## Taxi

- If you require an accessible taxi this can be booked in advance with:  
DG Cars 0115 9607607 [www.dgcars.co.uk](http://www.dgcars.co.uk)

**For information about the services that the Broadmarsh shopping center provides please visit:**

[www.intu.co.uk/broadmarsh](http://www.intu.co.uk/broadmarsh)

## Arrival and Entrance



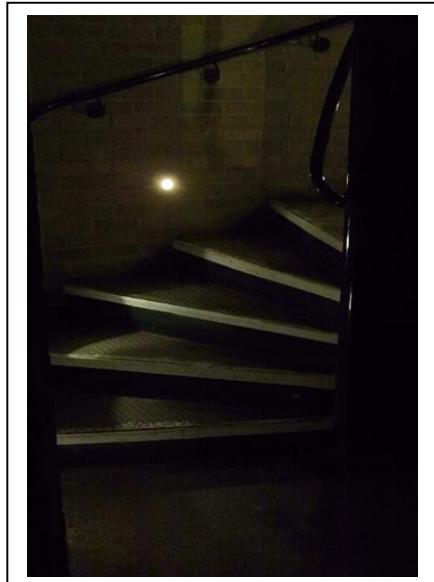
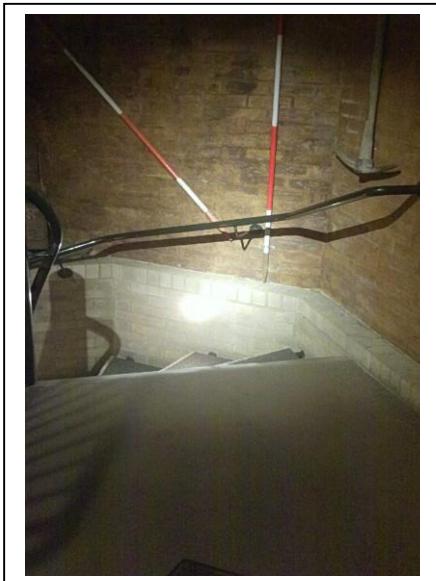
- Access to the City of Caves is from Drury Walk situated in the main shopping center
- The main reception desk has a staff member present at all times.
- There is a lowered desk section present.
- There is an induction loop system installed and a magnifying glass available on request.
- The reception area is step free
- The City of Caves gift shop is located to the side of the main reception desk at the same level.
- There is seating available close by.
- The floor in the main reception area and gift shop area is carpeted
- The lighting through-out is a mix of LED and halogen spot lighting
- There is back ground music at low level in the main reception area
- A large print booklet is available to complement our guide book, and a transcript of the audible content of the tour is available on request.



Shop and reception area

## **Exhibitions and Tours**

- If you are booked onto the caves tour this will start from the reception area before moving on a short distance to the steep spiral entry / exit staircase.

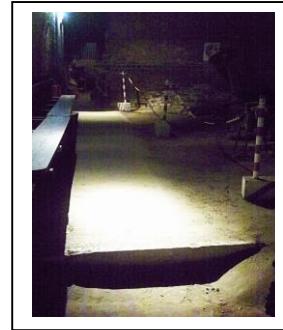
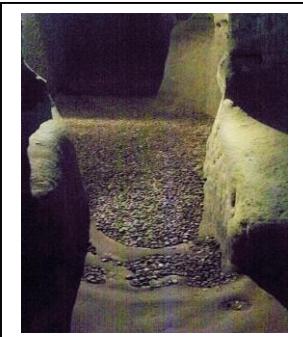


Entry & exit to Caves is by using this stair.

Bottom view of spiral stair.

- There are 15 steps, with hand rail, down to the 1<sup>st</sup> cave level area
- From the first cave level area there is a further 15 steps down, with hand rail, to the 2<sup>nd</sup> level cave area
- The route turns to the right and the floor will be very uneven for approximately 75 yards. Bench seating is available half way through, with restricted head height towards the end of this section
- The route turns left where there are 3 steps up, with handrail, and a short upwards slope to the Air raid shelter. Bench seating is present in this section.

## Exhibitions and Tours continued



Uneven flooring

Steps to air raid shelter

Concrete passageway

- From the Air raid shelter the route continues left along a short concrete passage with a further 2 steps up, no hand rail present, to a small presentation area with bench seating present.
- The route continues with a small step down, no hand rail, and to a narrow section where head height is restricted
- The route carries along a narrow passage then turns to the left where there are 4 steps down, hand rail present, into an old pub cellar
- The floor now becomes uneven again and the route carries on down 2 more steps, no hand rail, and into an activity area.
- From here the route turns left up two small steps, no hand rail present, and brings you back to the entry / exit stair
- There are now 15 steps up to the 1<sup>st</sup> cave level area and a further 15 steps up via the spiral staircase to the shop and exit. Hand rails are present on both sets of stairs.



15 entry / exit steps connecting caves level 1 & 2

## **Café Facilities**

- There are no café facilities within the City of Caves. Details of food outlets within the shopping center can be found by following this link:

<http://intu.co.uk/broadmarsh/restaurants>

## **Toilet Facilities**

- There are no toilet facilities within the City of Caves. Details of toilet facilities within the shopping center can be found by following this link:

<http://intu.co.uk/broadmarsh/centre-information/services-and-facilities>

## **Changing Places Facilities**

- The nearest Changing Places facilities are located approximately 500m away and are situated in the Nottingham Contemporary Art Gallery.
- For more information please visit [www.changingplaces.org.uk](http://www.changingplaces.org.uk)

## **Future plans**

- The Broad marsh shopping Centre is soon to embark on an exciting major transformation. Details of the developments can be found by following this link:  
  
<https://www.intugroup.co.uk/where-we-do-it/our-uk-centres/intu-broadmarsh/development/>
- As part of the shopping Centre development we will be exploring the way that the City of Caves can be developed to improve on the access and services that we currently provide. Please visit [www.cityofcaves.com](http://www.cityofcaves.com) for more details.

## **Additional Information**

- All our staff members have received Disability awareness training.
- We welcome all assistance dogs.
- Water bowls are available – please ask at the main reception desk.
- The nearest spending area for dogs is located at Victoria Park that is approximately 30 minutes from the City of Caves.
- All our leaflets and guide book are available in large print format.
- Emergency procedures are in place and have been communicated.
- If you require information with regards to our emergency evacuation policies and procedures please contact our customer service team.
- Mobile telephone signal is adequate on the shopping malls and in our reception area. Free Wi-Fi is available in the shopping Centre, but due to the historic nature of the caves, signal for both Wi-Fi and mobile telephone is poor.

## **Shop mobility**

- The shop mobility scheme is operated on behalf of Nottingham City Council with outlets at both the Victoria and Broadmarsh shopping Centre's.
- For more details please visit:  
[www.nottinghamcity.gov.uk/shopmobilitynottingham](http://www.nottinghamcity.gov.uk/shopmobilitynottingham)

## **Where to stay and eat**

- Nottingham and Nottinghamshire is alive with the very best in accessible hotels and fantastic places to eat. We recommend that you visit:
- [www.experiencenottinghamshire.co.uk](http://www.experiencenottinghamshire.co.uk)  
Or speak to our customer service team for much more information.

## CredAbility & the Access Card

The City of Caves is proud to be able to work in partnership with Nimbus Disability and welcomes ACCESS CARD holders.



We are an accredited Provider for disabled people by CredAbility – an independent quality mark run by disabled people.

For more information about CredAbility and the access card scheme please visit:

<http://www.accesscard.org.uk/>

## Feedback

We are always looking for ways to improve the services that we provide for our visitors, so please contact us if you have any comments or suggestions about this access statement or anything else that you think can improve your visit to us.

## Contact Information

Address: The City of Caves, Drury Walk, Upper level, Broadmarsh shopping

Center, Nottingham. NG1 7LS

Telephone: 01159 881995 or 01159 520555

Email: info@cityofcaves.com

Website: www.cityofcaves.com

Twitter: @cityofcaves

Facebook: City of Caves Nottingham

**If you would like us to provide you with an alternative version of this document please contact the main reception.**