

Access Statement

for Brighton Visitor Information Centre

Introduction

The Visitor Information Centre (VIC) offers a local and national accommodation booking service, tickets for both local buses & coaches and trains throughout the UK, local attraction and event tickets, books, maps & souvenirs, and detailed help, advice and literature on Brighton & Hove, Sussex, the South East, and the rest of the UK.

Pre-Arrival

- You can contact us by email: visitor.info@visitbrighton.com, by fax: 01273 292617, or by phone: 0906 711 2255 (calls cost 50p per minute at standard rate). We also have a Minicom enquiry line: 01273 292595. Our website www.visitbrighton.com is W3C compliant.
- Printed information produced by the VIC is available in large print, in Braille, or on audio/CD on request.
- Our access statement is available in large print, in Braille, or on audio/CD on request.
- Our office is located in the centre of Brighton, close to all main bus routes, and approx 20 minutes walk downhill from Brighton train station. There is no parking outside the VIC, the nearest car parks are The Lanes Car Park, and Church Street Car Park. Alternatively blue badge holders can park for up to three hours on yellow lines as long as they are clearly displaying their badge and clock.
- There is a shopmobility service located at Churchill Square Car Park, Level

I, approximately 10 minutes walk from the VIC, tel 01273 323239. The service is open Mondays, Tuesdays, Thursdays and Fridays from 10am to 5pm. It is closed on Wednesdays and at weekends. A list of other equipment hire services and RADAR toilets are available from the VIC.

Arrival & Car Parking Facilities

- The VIC entry point is from a flat, pedestrianised street leading to the entrance of the Royal Pavilion.

Main Entrance, Reception & Ticketing Area

- There is a push-pad entry door and ramped access, with handrails, to the Visitor Information Centre itself, which lies to the left once you are inside the building. The floor is level throughout the room. The VIC counter is to the right, it is low level, and contrasts well with the dark carpet. There is both an induction loop and a magnifying glass available. Information produced by the VIC can be made available in large print, Braille, or on audio tape/CD.

Public Areas

- The VIC is all on one level. There is good colour contrast between the white counter and the dark carpet. There is no public toilet available. The nearest accessible public toilet is in Pavilion Gardens, less than five minutes walk away. A chair is available for customers to use.

Information available

- The VIC has free information sheets available, giving details of Accessible Brighton & Hove; Accessible Hotels; Accessible Places to Visit, and Accessible Places to Eat.
- In addition, our website, www.visitbrighton.com offers a tailored search facility for a wide range of accessible information and facilities. Please ask a member of staff for help if necessary.

Additional Information

- The Emergency Evacuation route is via the door at the right hand end of

the office. Staff will assist in ensuring all customers leave the building safely in an emergency.

- Staff are trained in disability awareness, and one member of staff can sign a little using BSL.

Address: Brighton Visitor Information Centre
Royal Pavilion Shop
Pavilion Buildings
Brighton

Telephone: 0906 711 2255 (calls cost 50p per minute at standard rate)

Fax: 01273 292617

Minicom: 01273 292595

Email: visitor.info@visitbrighton.com

Website: www.visitbrighton.com

Hours of operation: Daily 0930 - 1730 summer; 1000 - 1715 winter

Future Plans

- The VIC has an action plan attached to its Equalities Impact Assessment which gives details of our future plans.

Contact Telephone and Email Address

We welcome your feedback to help us continually improve. If you have any comments please phone 01273 292613 or email suzanne.mantell@visitbrighton.com.