

# Wakefield Tourist Information Centre Access Statement

## Introduction

Wakefield Tourist Information Centre is committed to delivering a high quality service for visitors and local residents, providing up to date, accurate information, which is accessible to all. Our key focus is to provide a warm welcome and high level of customer service to all, ensuring visitors and residents alike are provided with all of the necessary tools to experience the very best the Wakefield district has to offer.

## Pre-arrival

- Visit our tourism website [www.experiencewakefield.co.uk](http://www.experiencewakefield.co.uk)
- Disabled visitors can access more information about Wakefield by visiting [www.disabledgo.info](http://www.disabledgo.info)
- Type Talk calls welcome
- Fax and email available
- Registered assistance dogs welcome
- Information available in large print, tape and Braille on request
- Language Line service available to non English speaking visitors
- Fully accessible to wheelchair users
- Fitted with hearing loop
- Disability Aware staff on hand to help if needed

## Opening Times

Day	Opening Times
Monday	09:00 – 16:30
Tuesday	09:00 – 16:30
Wednesday	09:00 – 15:45
Thursday	09:00 – 16:30
Friday	09:00 – 16:30
Saturday	10:00 – 15:00
Sunday	Closed

## **Arrival & Car Parking Facilities**

- The Tourist Information Centre is located in the Bull Ring a pedestrian area in the heart of the city centre, which is flat, has block paving and seating.
- There are several car parks nearby, all within five minutes walk and with blue badge parking available.
- Wheelchair and scooter hire is available from Wakefield Shopmobility in the Ridings Shopping Centre. Please call in advance if using Wakefield Shopmobility for the first time.  
Tel: 01924 787788

## **Main Entrance and Reception**

- Access to the Tourist Information centre is level, there are no steps
- The main entrance door is open and leads through to automatic doors into the shop area allowing easy access for wheelchair users scooters and pushchairs.
- Part of the main information desk is low level to allow access for wheelchair users and has seating available.
- A hearing loop is fitted which staff are trained to use

## **Public Areas**

- The Tourist Information Centre is all on one level and arranged so wheelchair users can move around comfortably.
- Some information and merchandise may be out of reach for some wheelchair users or small people but staff members are to hand to help.
- There is no public toilet available. The nearest accessible public toilet is located in Wakefield Market Hall less than 5 minutes away.
- 

## **Additional Information**

- The emergency evacuation route is via the front entrance door, with an additional exit at the rear of the centre. Staff will assist in ensuring all customers leave the building safely in an emergency.

## Customer Feedback

- We welcome your feedback to help us continually improve our service. If you have any comments please contact us.
- Tel: +44 (0) 845 601 8353
- Email: [tic@wakefield.gov.uk](mailto:tic@wakefield.gov.uk)
- Wakefield Tourist Information Centre  
9 The Bullring  
Wakefield  
West Yorkshire  
WF1 1HB