

Equality Act ACCESS STATEMENT

The Heights of Abraham makes every effort to ensure that as many areas as possible are accessible to all visitors, but by the nature of our attraction we are only able to provide limited disabled facilities as follows:

Car Parking

All car parking is provided by the Derbyshire Dales District Council. The nearest one is the railway station car park in Matlock Bath. There are disabled parking bays adjacent to the railway crossing and a level walk adjacent to the railway.

At the Base Station and Travelling on the Cable Cars

There is a steep sloped access to the Cable Car Base Station. In 2004 a very large investment was made in new Cable Cars which will now accommodate wheelchair access. However, on Health and Safety grounds, more than one or two wheelchairs at a time cannot be accommodated during peak months because the cable car system has to be shut down while each wheelchair is loaded; regrettably this delay has proved to be alarming for visitors in the mid-line cable cars and consequently impractical during busy periods.

The following are also available at the Base station ticket office:

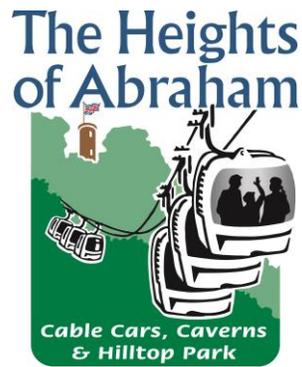
1. Portable Loop Hearing System
2. Large print Trail Leaflet and General Leaflet

At the Summit

Once at the summit there is limited access, due to the very steep natural terrain at the Heights; however, there is access to The Long View Exhibition, the Window on the Peak Exhibition, the Fossil Factory (hearing loop facility), and the Heath & Heaven Exhibition (hearing loop facility), Vista Bar & Restaurant, the Terrace Cafe and Gift Shops (portable hearing loop).

The following are also available at the Summit:

1. Disabled Toilet facilities on the ground floor in the Tree Tops Centre and at 'The Loos' near the Great Masson Cavern.
2. A large print Trail Leaflet and General Leaflet in the Gift Shop Reception at the Tree Tops Centre.
3. Portable hearing loop on request.



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Caverns

The natural formation of the caverns is such that they are not suitable for people with walking difficulties, wheelchairs or poor eye sight; however, there is access to watch a film relating to the Masson Cavern and how it was formed, in the Fossil Factory.

Due to the nature of the terrain, pathways down to the Great Rutland Cavern are very steep and are not suitable for wheelchairs or people with walking difficulties.

If you do not suffer from mobility problems but have hearing disabilities please advise your guide who will supply a written safety briefing and script of the tours.

Scripts of the Cavern Tours are available in large and regular print.

Tinker's Shaft Exhibition

Due to the very steep natural terrain at the Heights of Abraham, the paths to the Tinker's Shaft outdoor exhibition are very steep and are not suitable for wheelchairs or people with walking difficulties.

Pedestrian Access

At the West Lodge entrance a large print Trail Leaflet, General Leaflet and Portable hearing loop system are available.

The West lodge is situated at the bottom of the estate (hill) and is therefore not suitable for people with mobility problems.

Unfortunately in the interests of Health and Safety we cannot permit visitors to bring vehicles onto the estate. To illustrate this point further a normal road car is simply not capable of reaching the summit.

Please note we are an equal opportunities employer and any future product development will always take into consideration the needs of the disabled.

Braille copies of our main leaflet are available on request from the Base Station, West Lodge and the Tree Tops Gift Shop.