



Accessibility Guide for Heights of Abraham

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Welcome

Heights of Abraham is a 60-acre Georgian hilltop estate, first opened in 1787. Located on the edge of the Peak District and accessed by an exciting flight in a cable car, with two underground cavern tours, exhibitions, adventure play, dining areas and stunning views, the Heights is a fun-filled day out! Being a hilltop estate does present certain accessibility challenges, as there are many steep slopes across the site to be aware of. Please read on to see if we are a suitable place for your day out.

At a Glance

Level Access

- There is level access from the main entrance to:
 - Terrace Cafe
 - Vista Restaurant
 - Dining Table
 - The Cable Car
 - Visitor Centre
 - The Long View Exhibition & High Falls
 - A Mirror on the Past Exhibiiton
 - Viewpoints
 - Ticket Office
 - Gift Shop
 - Vista
 - Base Station Toilet
 - Visitor Centre Toilets
 - Summit Loos
 - Gift Shop
 - Rockshop
 - Heritage Gardens
 - Adventure Playgrounds
- There is level access from the car park to:
 - General Picnic Area
- We have a viewing area for wheelchair users.

Access with steps

- There are steps from the main entrance to:
 - Cavern Tours
 - Victoria Prospect Tower
 - The Tavern and Rutland Cavern

Hearing

- The fire alarm has flashing lights.
- We have a hearing loop in Visitor Centre.
- Some staff have Next Generation Text and disability awareness training.

Visual

- The walls and the doors have high colour contrast.
- Some parts of the venue have low lighting.
- We have information in audio, braille and large print.

General

- We have a complimentary ticket policy for personal assistants.
- There is at least 1 public toilet for disabled visitors.
- Some staff have disability awareness training.

Getting here

Heights of Abraham
Dale Road
Matlock Bath
DE43NT

Travel by public transport

- You can get to Heights of Abraham by bus and train.
- The nearest bus stop is next to the Matlock Bath train station car park, on the A6. The bus stop is named 'Heights of Abraham'. The bus stop is 0.10 miles / 9.7 km from Heights of Abraham.
- The nearest train station is Matlock Bath Train Station. The train station is 0.1 miles / 0.2 km from Heights of Abraham.
- The train runs hourly, direct from Derby. You can receive 20% off your cable car tickets if you travel by train or bus to Matlock Bath.

Travel by taxi

- You can get a taxi with Fox Cars by calling 01629583333. The taxi company has a wheelchair accessible vehicle.

Parking

- There is parking near the venue. There are accessible parking spaces. Parking is not free.
- There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
- From the car park to the entrance, there is level access. The path is sloped.

- The path from the train station to the Heights of Abraham entrance is between 3-7 minutes' walk, depending on where you park in the car park. There is limited car parking in the village. We recommend to use the train station as it is nearest, but there are others in the area to use, with information available on our website.

Head down the access path towards the Heights. Once you are near, there is a short but steep slope up to the cable car entrance. There is a handrail to use. If you are using a wheelchair or mobility scooter, please ensure you are prepared for this slope and that your scooter is fully charged.

If you are using our 'drop off' facility, please drive down the access road and drop off the disabled visitors by the entrance, before turning round and driving back to find a car parking space.

If you are not able to ascend the slope, please speak to a member of staff who will advise you on what to do.



Photo shows the steep pathway leading to the main entrance. There is a handrail to the right.



Photo shows the pedestrian route to the Heights, with a railing on the right to separate from the access road.

Arrival



Path to main entrance

- From the street to the main entrance, there is level access.
- The path is 1500mm wide, or more.



Main entrance

- The main entrance has level access.
- The door is 760mm wide.
- The door is always open, and can accommodate most sizes of wheelchair and mobility scooter. There is a separate, larger door if needed. Do remember that there is a steep slope to the entrance.



Image shows the alternative wider door that can be used if needed, not the main entrance.



Image shows the main entrance door, which is always left open. The door is surrounded by a dark green frame.

Getting around inside

Visual Impairment - General Information

- We have high colour contrast between walls and doorframes.
- Some parts of the venue have low lighting.



Photo shows a glass door with a contrast dark green frame.



Ticket/ information desk

Ticket Office

- From the main entrance to the desk, there is level access. There is a permanent ramp. The route is 760mm wide, or more.
- The door is 760mm wide, or more.
- The door to the cable car entrance is 760mm wide- there is a second, wider door if needed. The slope up to the ticket office is steep and may be unsuitable for those who use wheelchairs and mobility scooters.



Photo shows the ticket office- a small building with a triangle shaped roof. There is a grey barrier to split the footpath.

Ticket/ information desk

Gift Shop

- From the main entrance to the desk, there is level access. The route is 2000mm wide, or more.
- The door is 2000mm wide, or more.
- The desk has a low section.
- This is the general information desk once you are at the top of the Heights. It is also the till desk for the gift shop.



Photo shows the gift shop information desk. A light blue paneled low desk.



Photo shows the gift shop door, a wide double door with a contrast green frame.

Things to See and Do

- We have a complimentary ticket policy for personal assistants.

The Cable Car

- From the main entrance to this area, there is level access. There is a portable ramp. The route is 760mm wide, or more. The door is 760mm wide.
- Some display information is low, for wheelchair users.
- This is where you board the cable cars. If you are a wheelchair or mobility scooter user, we stop the cable car and place a ramp down so you can board the cable car safely. We then pass a message on to the top station who will do the same for your exit. If you are not a wheelchair or mobility scooter user, but feel you need the cable car to stop so you can board safely, please let a steward know.



Image shows the cable car in stationary position, with the doors open and a temporary ramp in place.

Cavern Tours

- From the main entrance to this area, there are 16 steps. There is no lift and no ramp.
- The cavern roof is quite low in certain sections, all guests will be required to bend down for brief periods in order to successfully navigate the cave system.
- The cavern tours are not accessible for those in wheelchairs, mobility scooters, or those who have mobility issues, physical problems such as back or neck problems, or heart problems. There are many upward steps underground and the surface is uneven. We have a virtual cavern tour video in the High Falls exhibition area, that shows you what goes on underground.



Photo shows some stone steps down into the Masson Cavern at the cavern entrance..



Photo shows the steps underground, and the uneven surface of the floor in the cavern. There is a handrail.

Visitor Centre

- From the main entrance to this area, there is level access. The route is 2000mm wide, or more. The door is 2000mm wide.

- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.
- This area is the main visitor centre, and houses the Gift Shop, the Terrace Cafe and the Vista Restaurant. There is level access to the Gift Shop and Terrace Cafe. Access to the restaurant is up a short slope, but there are no steps or ramps.

The Long View Exhibition & High Falls

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 800mm wide, or more. The door is 800mm wide.
 - Some display information is low, for wheelchair users. There is a hearing loop.
 - Videos have subtitles.
 - The Long View is located on the bottom floor of this building, and is an exhibition that explains the history of the Heights of Abraham, and Matlock Bath as a visitor destination. Once you have been through the exhibition, you need to turn around and head back along the pathways to reach the top floor. The top floor houses the film theatre, showing the virtual cavern tour video, and an informative video about how the cable cars were built.
- There is also a gift shop here selling rock-themed souvenirs. This is accessed the same way that you access the film theatre.



Photo shows the slight slope of the route to the Long View building, with the white and green building in the background.



Photo shows the inside of the film theatre, with benches on the right and space on the left. Screen in the centre.

A Mirror on the Past Exhibition

- From the main entrance to this area, there is level access. There is a permanent ramp. The route is 2000mm wide, or more. The door is 2000mm wide.
- Some display information is low, for wheelchair users. There is a hearing loop.
- Videos have subtitles.
- This exhibition is a period costume exhibition, showing the range of clothing visitors to the Heights would have worn from 1787 to 1910. You access the entrance by a ramp and head through the door. The corridor in the middle of the exhibition is 1000mm wide, and is a slight zig zag. There are video displays explaining each costume.



Photo shows a small permanent wooden ramp to the exhibition building.



Photo shows the entrance to the exhibition, with a wide doorway.

Viewpoints

- From the main entrance to this area, there is level access. The route is 2000mm wide, or more. Some display information is low, for wheelchair users. There are seats.
- The Heights has many spectacular views, all available to be seen from the summit. We do not recommend that visitors with reduced mobility, or those in wheelchairs/mobility scooters visit the Wolfe Viewing platform, or Tinker's Shaft, as these areas are accessed by a steep slope. The amphitheatre, and the main view from the summit are accessible, though some pathways are steep.



Photo shows the view from the amphitheatre, of cliffs, woodlands and a town. There are some steps and benches.

Victoria Prospect Tower

- From the main entrance to this area, there are 100 steps. There is no lift and no ramp.
- Some display information is low, for wheelchair users.

- The Victoria Prospect Tower is a monument built in 1844 to celebrate Queen Victoria's reign. The tower is comprised of a spiral staircase, with a viewpoint at the top. There are information panels at the bottom, showing visual images of the view from the top, without the need to ascend.



Photo shows the Victoria Prospect Tower, a grey vertical tower made from stone with a Union Jack flying from the top.



Photo shows one of the information panels, depicting the scenic view from the top of the tower.

The Tavern and Rutland Cavern

- From the main entrance to this area, there are 10 steps. There is no lift and no ramp.
- The cavern roof is quite low in certain sections, all guests will be required to bend down for brief periods in order to successfully navigate the cave system.
- Some display information is low, for wheelchair users. There are seats.
- There is a hearing loop.

- The Tavern and Rutland Cavern are located down the hillside, down a very steep slope. We do not recommend that those with reduced mobility, or those who use wheelchairs and mobility scooters go down to this section of the estate, as it is extremely steep and a challenging climb back up.



Image shows the steep pathway down to the Tavern and Rutland Cavern.



Photo shows some of the steps to the Tavern and Rutland Cavern.

Spectator/ Audience viewing areas

- There are stewards to help disabled visitors.
- We have a viewing area for wheelchair users.

Amphitheatre

- From the main entrance to the viewing area, there is level access. The route is 10000.00 wide, or more. The door is 10000 wide.
- Personal assistants and friends can sit with wheelchair users.
- Stewards can bring food and drink to wheelchair users.

- The Amphitheatre is an accessible viewing area with a view of Matlock and Riber Castle. There are benches available on a first come first served basis.

Terrace Cafe

- From the main entrance to the viewing area, there is level access. The route is 2000.00 wide, or more. The door is 2000 wide.
- The wheelchair spaces are sheltered. Personal assistants and friends can sit with wheelchair users.
- Stewards can bring food and drink to wheelchair users.
- This area is part of the cafe seating area, with a brilliant view of the Derwent Valley.



Bar

Vista

- From the main entrance to the bar, there is level access. The route is 2000mm wide, or more.
- The door is 2000mm wide.
- The bar is part of the Vista Restaurant, which is a table service style restaurant. Customers are welcome to use the restaurant to come for a drink, but are still served at-table.

Public toilet

Base Station Toilet

- From the main entrance to the public toilet, there is level access. The route is 1000mm wide, or more.
- The toilet door is 1000mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 800mm at the side of the toilet. There is 800mm in front of the toilet. The toilet seat is 400mm high. The toilets have handrails.
- This is an accessible toilet, not a designated disabled toilet. The toilet is a portaloo style, though has a porcelain loo inside. There are disabled toilets at the summit if required.

Public toilet

Visitor Centre Toilets

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1000mm wide, or more.
- The toilet door is 830mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1150mm at the side of the toilet. There is 1150mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.
- This is a designated disabled toilet and baby change facility.

Public toilet

Summit Loos

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access. The route is 1000mm wide, or more.
- The toilet door is 830mm wide.
- The direction of transfer onto the toilet is to the left.
- There is 1150mm at the side of the toilet. There is 1150mm in front of the toilet. The toilet seat is 480mm high. The toilets have handrails.
- This is the second designated disabled toilet. It is located up a short but very steep slope.



Shop

Gift Shop

- From the main entrance to the shop, there is level access. The route is 2000mm wide, or more. The door is 2000mm wide.
- The route through the shop is 800mm wide, or more.



Photo shows the layout of the gift shop, with an island in the middle and shelves around the edge.



Shop

Rockshop

- From the main entrance to the shop, there is level access. The route is 1000mm wide, or more. The door is 1000mm wide.
- The route through the shop is 800mm wide, or more.



Photo gives a look into the Rockshop, with salt lamps, space inside, and a jewellery cabinet in the background.

|| Place to eat and drink

Terrace Cafe

- From the main entrance to the dining area, there is level access. The route is 2000mm wide, or more. The door is 2000mm wide.
- To get to a table, there are no steps.
- The dining area is self-service. If you need table service, staff can help you.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, vegan and halal specific diets.
- Please speak to a member of staff if you have allergies or dietary requirements.



Photo shows the counter of the cafe, with a glass cabinet with various food items, a self serve drink machine and a tray rail.



Photo shows the outdoor terrace, with a blue parasol providing shade. There are 12 tables.

|| Place to eat and drink

Vista Restaurant

- From the main entrance to the dining area, there is level access. The route is 2000mm wide, or more. The door is 2000mm wide.
- To get to a table, there are no steps.
- The route through the dining area is 800mm wide, or more.
- There is no background music.
- We cater for vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, vegan and halal specific diets.
- Please speak to a member of staff if you have any allergies or dietary requirements.



Photo shows the inside of the Vista restaurant, with tables full, floor to ceiling doors that are open and a scenic view.



Photo shows the entrance to the Vista, along a wooden pathway with handrails either side.

Getting around outside

Heritage Gardens

- From the main entrance to the gardens, there is level access.
- The route is sloped. The route is 20000mm wide, or more.
- The gardens are all located at the summit, with a rose garden, heritage alpine garden, herb garden and sculptures.



Photo shows the Alpine Garden, located on a slope, with level access to the right and steps in the middle.



Photo shows the small rose garden on the right with a small walled border. This is on a slope.



Designated Walking Trail

Heights Pathways

- The trail is 1000metres long. The trail has a hard surface. The trail is sloped. The trail has seats.
- The pathways that weave through the Heights are all smooth and even surfaces, but there is an element of steep gradients in most parts. We kindly ask that you use your own judgement before making the decision to use certain pathways. The pathways up at the Tinker's Shaft area of the estate are unsuitable.



Photo shows one of the pathways, with a steep gradient, with benches placed alongside.



Photo shows a zig-zag pathway with a steep gradient.

Picnic Area

General Picnic Area

- From the car park to the picnic area, there is level access. The entrance is 2000mm wide.
- Some tables have space for wheelchair users. You can bring your own food to the picnic area.
- There are many picnic benches situated around the estate. Guests are welcome to bring their own food and drink with them. Please be aware there is nowhere to store bags, food or drinks.



Photo shows picnic benches in use, in a designated area.

Adventure Playgrounds

- From the main entrance to this area, there is level access. The route is 2000mm wide, or more. The entrance is 2000mm wide.

- There are two adventure playgrounds for children to enjoy. The Explorer's Challenge is accessed by a flat pathway at the summit. The Woodland Adventure is a little down the hillside, accessed by a steep slope which is not suitable for those with limited mobility.



Photo shows the Woodland Adventure playground, with slides, climbing frames and swings.

Customer care support

Accessibility equipment

- We have a hearing loop in Visitor Centre.
- Assistance dogs are welcome to toilet anywhere on site in the outdoor areas.

Emergency evacuation procedures

- We have emergency evacuation procedures for disabled visitors.
- The fire alarm has flashing lights.

Customer care support

- Some staff have disability awareness training.
- Some staff have Next Generation Text training.
- We have information in audio, braille and large print.