



# Access to Bournemouth Visitor Information Guide

## Welcome to Bournemouth!

Situated on the south coast of England in the picturesque county of Dorset, Bournemouth is a year-round cosmopolitan resort and an ideal base to discover the surrounding coast and countryside.

Renowned for its seven miles of award-winning beaches, its beautiful parks and gardens, Bournemouth's mix of contemporary and traditional ensures you truly are spoilt for choice.

Bournemouth and its coastal villages offer plenty of accommodation to suit all tastes and needs and there is a great choice of eating out experiences in and around Bournemouth.


The pedestrianised town centre, its side streets and arcades offer great shopping experiences and plenty of places to enjoy a bite to eat.

Family fun, live entertainment festivals and events, attractions and activities, an array of restaurants, cafés and bars, great shopping experiences and seven miles of beautiful beaches there is always something to see and do.

This **access to Bournemouth Visitor Information Guide** is aimed at visitors of all abilities. To make the most of your holiday in Bournemouth, we strongly advise that you check any information in advance to ensure that your specific needs can be met.

 01202 451781

 [www.bournemouth.co.uk](http://www.bournemouth.co.uk)

 [info@bournemouth.gov.uk](mailto:info@bournemouth.gov.uk)

We look forward to welcoming you.

*Bournemouth Tourism*

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# Beautiful Beaches

All year round enjoy seven miles of award-winning beaches and the stunning views of the Isle of Wight and the Purbecks.

Take a trip on the famous land train which runs along the promenade east towards Boscombe and west towards Alum Chine and on to Branksome Chine in Poole. You can also enjoy a bird's-eye view from our cliff lifts situated alongside the zigzag pathways at West Cliff and Fisherman's Walk at Southbourne.

Bournemouth's cliff lifts are located at: Fisherman's Walk at Southbourne and West Cliff. The lifts operate 9.45am – 17:30, every day from April to the end of October. In the school summer holidays, they run longer, from 9.45am – 18:15. Please note, the lifts opening times can change or close without notice.

Accessible parking spaces (chargeable) are available on the promenade, between the piers. Entrance to promenade parking is by Boscombe Pier. Fully accessible toilet facilities can be found across the seafront and require RADAR keys. These can be purchased from the Tourist Information Centre at Pier Approach, Bournemouth for £5. Carers accompanying disabled persons can enjoy FREE use of the land trains, cliff lifts and access to Bournemouth Pier.

For easier access onto the sand, beach-going wheelchairs fitted with balloon tyres are available to borrow. Call into any Seafront Office or telephone: ☎ **01202 451781** for more details. Three dedicated wheelchair accessible beach chalets are available for hire at Boscombe beach. These have accessible parking spaces (chargeable) and toilet facilities close by. Telephone our booking hotline: ☎ **01202 451781** (local rate) for details.

To hire beach deck chairs, sunbeds, windbreaks or parasols: please just help yourself and an attendant will come to collect the hire charge later.

Eat out at one of the seafront restaurants, taking in the views while tasting the delights of fresh seafood, Italian, classic fish 'n' chips and much more.

## Award-winning Gardens

Bournemouth's gardens are split into three areas of Victorian beauty. The Lower Gardens begin at Pier Approach and lead up to the Town Centre, where the Central Gardens can be found. The Upper Gardens follow on from these and include a delightful tree trail walk. Together, the gardens stretch for a mile and a half. They are fully accessible from start to finish, with wide level pathways that take in the many and varied trees, shrubs and herbaceous perennials. The gardens are planted to provide interest throughout the year.

The Lower Gardens play host to many events, especially during the summer months. These include concerts at the Pine Walk Bandstand.

In the Victorian era, the aroma from the pine trees in the Lower Gardens was considered beneficial for chest complaints. The rock garden here was constructed in 1930 and is one of the largest municipal rock gardens in the country. Planting pockets have been created amongst the rock terraces to enable alpine and rock plants from around the world to be grown. The Lower Gardens also feature an aviary, found by the Pine Walk.

Boscombe Chine Gardens can be found to the east of Bournemouth Pier and Alum Chine Tropical Gardens to the west. The Bournemouth land train has stops at both. These gardens are planted on slopes from seafront level up to road level and take advantage of the mild microclimate that exists along this stretch of coastline. They are wheelchair accessible, with seating located throughout. However, there are steep inclines in places.

While you are in the area, why not also visit the Italianate Gardens just off Boscombe Cliff Road. These peaceful gardens offer an ideal point from which to enjoy fabulous views of the Bay.

# Accommodation

Accommodation in Bournemouth is extremely diverse, with something to satisfy everyone's taste, pocket and accessibility requirements. The accommodation providers listed below have stated that they have some accessible facilities. As personal circumstances vary, we **strongly recommend** contacting establishments before booking to confirm that they are suitable for your specific needs.

If you cannot find anything suitable, please call the Tourist Information Centre on **01202 451781** or by e-mail: [info@bournemouth.gov.uk](mailto:info@bournemouth.gov.uk).

A selection of the accommodation providers featured in this guide have a national quality rating. These are awarded by the AA or by Quality in Tourism. The numbers of stars (\*) awarded reflect the relative quality and service level offered by the establishment. Where no grading is indicated, these properties are not part of either grading scheme.

## **HOTELS, GUESTHOUSES & SELF CATERING**

### **Hotel Miramar 4\* AA**



01202 556581



[www.miramar-bournemouth.com](http://www.miramar-bournemouth.com)



[enquiries@miramar-bournemouth.com](mailto:enquiries@miramar-bournemouth.com)

### **The Hermitage Hotel 4\* AA & 1 Rosette**



01202 557363



[www.hermitage-hotel.co.uk](http://www.hermitage-hotel.co.uk)



[info@hermitage-hotel.co.uk](mailto:info@hermitage-hotel.co.uk)

### **Hilton Bournemouth**



01202 804775



[www.hilton.com/bournemouth](http://www.hilton.com/bournemouth)



[Bournemouth\\_info@hilton.com](mailto:Bournemouth_info@hilton.com)

### **Marsham Court Hotel**



01202 552111



[www.marshamcourthotel.co.uk](http://www.marshamcourthotel.co.uk)




[reservations@marshamcourthotel.co.uk](mailto:reservations@marshamcourthotel.co.uk)

### **Ramada Encore Hotel**






01202 291266






 [www.ramadaencorebournemouth.co.uk](http://www.ramadaencorebournemouth.co.uk)  
[reservations@encorebournemouth.co.uk](mailto:reservations@encorebournemouth.co.uk)

### **Regency Court Holiday Apartments**




 074058 14467  
 [www.regency-court.co.uk](http://www.regency-court.co.uk)  
 [info@regency-court.co.uk](mailto:info@regency-court.co.uk)

### **Riviera Hotel & Holiday Apartments**




 01202 763653  
 [www.rivierabournemouth.co.uk](http://www.rivierabournemouth.co.uk)  
 [info@rivierabournemouth.co.uk](mailto:info@rivierabournemouth.co.uk)

## **HOLIDAY, TOURING & CAMPING PARKS**




### **Hoburne Bashley 5\* Gold Award**

 01425 282358  
 [www.hoburne.com/bashley](http://www.hoburne.com/bashley)  
 [enquiries@hoburne.com](mailto:enquiries@hoburne.com)




### **Hoburne Naish 5\***

 01425 282358  
 [www.hoburne.com/naish](http://www.hoburne.com/naish)  
 [enquiries@hoburne.com](mailto:enquiries@hoburne.com)

### **Hoburne Park 5\* Gold Award**

 01425 282358  
 [www.hoburne.com](http://www.hoburne.com)  
 [enquiries@hoburne.com](mailto:enquiries@hoburne.com)

### **South Lytchett Manor Caravan & Camping Park 5\* & 5 Pennants, Gold Award**

 01202 622577  
 [www.southlytchettmanor.co.uk](http://www.southlytchettmanor.co.uk)  
 [info@southlytchettmanor.co.uk](mailto:info@southlytchettmanor.co.uk)


# Attractions

## **Bournemouth International Centre**

Exeter Road, Bournemouth, BH2 5BH


 0844 576 3000    General Enquiries: 01202 055555


 [www.bic.co.uk](http://www.bic.co.uk)


 [boxoffice@bhlive.co.uk](mailto:boxoffice@bhlive.co.uk)

## **Pavilion Theatre**

Westover Road, Bournemouth, BH1 2BU

 0844 576 3000    General Enquiries: 01202 055660

 [www.bournemouthpavilion.co.uk](http://www.bournemouthpavilion.co.uk)


 [boxoffice@bhlive.co.uk](mailto:boxoffice@bhlive.co.uk)

Both venues have disabled access and the staff will be happy to help in any way they can. There are special ground floor and upstairs areas for wheelchair users. Access for wheelchairs to the BIC Windsor Hall Balcony is also available, by way of a lift. Guide dogs and hearing dogs are always welcome. Both venues are equipped with an Infra-Red Hearing Induction Loop. There are dedicated disabled parking spaces. Both venues have accessible toilets and a fully accessible car park.

## **Oceanarium, The Bournemouth Aquarium**

Pier Approach, West Beach, Bournemouth, BH2 5AA

 01202 311993

 [www.oceanarium.co.uk](http://www.oceanarium.co.uk)

 [info@oceanarium.co.uk](mailto:info@oceanarium.co.uk)

The Oceanarium is fully accessible to wheelchair users, with lift access between the two floors. Wide passageways are throughout the displays for ease of access. There are some steps within the Oceanarium but, all of these are clearly marked and alternative routes are available. Disabled toilet facilities, the Offshore Café and Cove gift shop are all located on the ground floor.

### **Pavilion Dance South West**

Westover Road, Bournemouth, BH1 2BU



01202 203630



[www.pdsw.org.uk](http://www.pdsw.org.uk)



[info@pdsw.org.uk](mailto:info@pdsw.org.uk)

Pavilion Dance South West is the National Dance Agency for the South West. It hosts a variety of dance classes for all ages and unique high-quality performances. Level access entry is possible from Pier Approach. Wide corridors and doorways run throughout the venue. There is a lift between levels and a designated wheelchair platform for performances in the Ocean Room. Guide and hearing dogs are always welcome, and a Hearing Induction Loop system is in place. Accessible toilets are available on every level and there are fully accessible toilet and shower facilities for performers in the backstage dressing rooms. For audience members who are unable to attend a performance unless accompanied, a seat is available for a companion free of charge for performances presented by Pavilion Dance South West. Please ask when booking.

Box Office opening hours are Monday - Friday 09:00 - 21:00 and Saturday and Sunday 10:00 – 17:00.

For classes open Monday - Friday 10:00 - 21:30 and Saturday and Sunday 10:00 - 17:00.

### **All Fired Up Ceramics Café**

35 - 37 Bourne Avenue, Bournemouth, BH2 6DT



01202 558030



[www.allfiredupceramics.co.uk/bournemouth.htm](http://www.allfiredupceramics.co.uk/bournemouth.htm)



[bournemouth@allfiredupceramics.co.uk](mailto:bournemouth@allfiredupceramics.co.uk)

Level access, fully wheelchair accessible and designated toilet facilities with bar, spacious sofa areas.

Blue badge car parking close by.

### **Russell-Cotes Art Gallery & Museum**

East Cliff Promenade, Bournemouth, BH1 3AA



01202 451858



[www.russellcotes.com](http://www.russellcotes.com)



[r-c.enquiries@bournemouth.gov.uk](mailto:r-c.enquiries@bournemouth.gov.uk)



There is lift access to the galleries and the historic house (with the exception of the upper ground floor). Electric and manual wheelchair users are able to access most of the building and a manual wheelchair is available for visitors to borrow. Regrettably scooters are not permitted, as they are too large and lack the level of manoeuvrability needed for safe access. Seating areas can be found throughout the house and there is an accessible toilet on the first floor. The closest car park is Bath Road South. It is recommended that wheelchair users and people with any mobility issues use this car park to avoid the steep gradient on the East Cliff Promenade. Assistance dogs welcome. Large-print guidebooks can be purchased from the information desk. Magnifying glasses are also available to borrow for a small deposit.

### **Pier Amusements**

Pier Approach, Bournemouth, BH2 5AA



01202 451791



[www.bournemouth.co.uk/things-to-do/pier-amusements](http://www.bournemouth.co.uk/things-to-do/pier-amusements)



[samantha.tunesi@bournemouth.gov.uk](mailto:samantha.tunesi@bournemouth.gov.uk)

The Family Entertainment Centre is located at the entrance to Bournemouth Pier on ground level.

Here you will find a wide range of entertainment machines and amusements, and all the most up-to-date videos and prizes.

So, whether you would like to practise skiing on the Alpine Racers, race each other on the Mario Karts, or try to win a Minion toy or one of our bespoke Bournemouth Bears from one of the toy crane machines, this is an ideal place to step out of the sunshine into our family friendly air-conditioned amusement arcade. Guide dogs welcome and accessible toilet outside. Some flashing and neon lighting used (not strobe lighting).

### **RockReef Activity Centre & Pier Zip**

Bournemouth Pier, Bournemouth, BH2 5AA



01202 983983



[www.rockreef.co.uk](http://www.rockreef.co.uk)



[contact@rockreef.co.uk](mailto:contact@rockreef.co.uk)

RockReef Activity Centre is an all-weather attraction featuring a rock-climbing wall, ropes course, zip line and cave-themed tunnels with ball pits. RockReef's zip line, Pier Zip, is located at the end of Bournemouth Pier. The first of its kind in the world, riders climb the Zip tower above the sea and zip-surf over the waves to the shore.

A dual zip line offers the opportunity to ride with friends and family. Riders must be at least 1.3 metres tall and an adult must accompany children under the age of sixteen until harnessed. RockReef's facilities are accessible to a range of disabilities. Because of the variety available, participation in specific activities is very dependent on individual ability and level of assistance required.

Visitors with any access issues or specific needs are encouraged to contact RockReef for more information before booking. Private sessions can be arranged for those requiring special assistance. Wheelchair users have full access to Bournemouth Pier from Pier Approach and there is blue badge parking nearby.

### **Hengistbury Head Visitor Centre**

Hengistbury Head, Broadway, Bournemouth, BH6 4EN



01202 451618



[www.visithengistburyhead.co.uk](http://www.visithengistburyhead.co.uk)



[hengistbury.head@bournemouth.gov.uk](mailto:hengistbury.head@bournemouth.gov.uk)

The Visitor Centre helps introduce visitors to this stunning nature reserve, its history, wildlife, archaeology and geology. Packed full of accessible interactive displays, with lots of friendly, knowledgeable volunteers on hand, it's a wonderful way to step back in time and see how our ancestors lived. We look forward to welcoming you.

Accessible toilet, lift to first floor, hearing loop, flat, level access, disabled parking bays in the car park with a flat level access to the Visitor Centre and its beautiful wildlife garden and pond. Guide dogs permitted in the visitor centre and garden.

### **Kingfisher Barn Visitor Centre**

Granby Road, Muscliffe Lane, Bournemouth, BH9 3NZ



01202 451548



[www.visitstourvalley.co.uk](http://www.visitstourvalley.co.uk)



[stourvalley@bournemouth.gov.uk](mailto:stourvalley@bournemouth.gov.uk)

Kingfisher Barn Visitor Centre opened in 2017 to introduce visitors to the beautiful Stour Valley, its wildlife, countryside, river walks and history. This area of Bournemouth has a fascinating history and was a popular trade route with stories of smugglers, entrepreneurs, and even

murder! Kingfisher Barn is on one level, and fully accessible with flat, level access from the car park. The Ranger team await to advise you on the best trails and paths to take, or to show you what's happening in our accessible wildlife garden. There is an accessible Toilet, Disabled Parking Bays in the car park with a flat level access to the Visitor Centre and its beautiful wildlife garden and pond. Guide dogs permitted.

# Shopmobility

Shopmobility units in Bournemouth can be found at the Sovereign Centre, Boscombe and the Castlepoint Shopping Centre, Castle Lane. Shopmobility is available to anyone, no matter whether their mobility impairment is temporary or permanent, caused by illness, pregnancy, accident or age. Booking in advance is highly recommended.

**Wessex Mobility:** 01202 900859  
(2 miles from Bournemouth Town Centre)

Wessex Lifestyle and Mobility offers a wide range of equipment to help people with mobility problems gain access to the shops and services in Boscombe. Equipment includes electric scooters (aged 16 years and over only), manual wheelchairs and powered wheelchairs. Long loans of equipment are available.

Deposit needed.  
Wheelchair hire: £10.00.

**Castlepoint Shopmobility:** 01202 598295  
(4 miles from Bournemouth Town Centre)

Castlepoint Shopmobility can be found at the front of Aisle 11, on the lower ground car park of the Castlepoint Shopping Centre. Enter the lower ground car park at the B&Q entrance, take the 1<sup>st</sup> left turning and follow the signs to Shopmobility.

A wide range of equipment, including electric scooters, powered and manual wheelchairs can be hired on a daily or long loan basis. Free parking can be found directly next to the Shopmobility unit.

Visitor's fee: £5 for scooter or wheelchair hire  
Annual membership fee: £10.50 with a daily usage fee of £2.50.

Delivery to local hotels/homes is available – please contact us for more information.

## LONG LOAN SCHEME

Each of the units offers a 'Long Loan' service which allows visitors to Bournemouth to hire either an electric scooter or a manual wheelchair. The electric scooters can be easily collapsed and stored in the boot of a car. Please contact the individual Shopmobility unit for prices, conditions of hire and delivery information.

### Shopmobility addresses and contact details:

#### Bournemouth & Boscombe

Unit 18, Sovereign Centre, 600 Christchurch Road, Boscombe, Bournemouth, BH1 4SX



01202 900859



sales@wessexmobility.com

Open: Monday to Saturday: 09:00 –17:00

#### Castlepoint Shopping Centre

Lower Ground Floor, Aisle 11, Castle Lane West, Bournemouth, BH8 9XA



01202 598295




info@sedcat.org.uk

Open: Monday to Saturday 10:00 –16:00

Sundays by arrangement. (pre-booking required, members only).

## Poole

Level B Multi Storey Car Park, Kingland Crescent, Poole,  
BH15 1TA

 01202 661770  
 office@pooleshopmobility.org.uk




Open: Monday - Friday 9:45 – 15:45  
Contact: Ross Smith

Offer motorised scooters and wheel chairs, please pre-book.

## Wheelchair & Mobility Equipment Hire




**G.E Bridge & Co** (wheelchairs, electric scooters, tri walkers and hoists)

123-125, Old Christchurch Road, Bournemouth, BH1 1HF

 08081 449110  
 www.bl-medical.com  
 sales@bl-medical.com




**Dorset Nursing Supplies** (wheelchairs, walkers, chairs, scooters, hoists, nursing beds etc.)

Unit 4A, Wilverley Road, Somerford, Christchurch, BH23 3RU

 01202 425070  
 www.dorset-nursing.co.uk  
 sales@dorsetnursing.co.uk

**British Red Cross Society** (wheelchairs, accessories and aids)

Poole Red Cross - Unit 1, Albany Business Park, Cabot Lane, Poole,  
BH17 7BX

 01202 699453  
 www.redcross.org.uk  
 information@redcross.org.uk


Open: Monday, Wednesday, Thursday 10:00 – 13:00  
Friday 13:00 – 15:00.

# Transport

## **BY ROAD:**

Bournemouth is easily accessible from all parts of Great Britain.


To plan your route please visit:

 [www.theaa.com/route-planner/index.jsp](http://www.theaa.com/route-planner/index.jsp)

 [www.rac.co.uk/route-planner/](http://www.rac.co.uk/route-planner/)


## **BY COACH:**

National Express 10:00 – 18:00

 08717 818181

 [www.nationalexpress.com](http://www.nationalexpress.com)


National Express Disabled Persons Travel Helpline:

 03717 818181 08:00 – 22:00

 [addl@nationalexpress.com](mailto:addl@nationalexpress.com)

Located opposite Bournemouth Rail Station, Travel Interchange,  
Holdenhurst Road, BH8 8DN


## **BY RAIL:**

Bournemouth Rail Station has step free access from both station entrances to both platforms. The Station interchange is via either a stepped footbridge or a ramped underpass. A wheel chair is available for passenger use on request - please speak to a member of staff or our Assisted Travel team  08005 282100. Disabled parking and wheelchairs are available.

Passengers who need to make special journey arrangements, please give a minimum of 24 hours' notice.

National Rail Enquiries

Textphone for those with hearing impairments

 03457 484950

 [www.nationalrail.co.uk](http://www.nationalrail.co.uk)



## **BY AIR:**

Bournemouth International Airport

Christchurch, Dorset BH23 6SE


 01202 364000

 [www.bournemouthairport.com](http://www.bournemouthairport.com)

Southampton Airport  
Southampton, Hampshire SO18 2NL  
 0344 481 7777  
 [www.southamptonairport.com](http://www.southamptonairport.com)

### **LOCAL TRAVEL:**


If you are over the pension age or have qualifying disabilities, you are entitled to free, off-peak bus travel. Contact Bournemouth Borough Council Concessionary Travel Information on:

 01202 451584

### **Yellow Buses**

Low floor buses provided, assistance dogs permitted.

 01202 636110

 [www.yellowbuses.co.uk](http://www.yellowbuses.co.uk)


 [wecanhelp@yellowbuses.co.uk](mailto:wecanhelp@yellowbuses.co.uk)

### **Morebus**

Operate modern, low-floor, easy access buses on the majority of their routes in the area. The buses have space for at least one wheelchair. They also have built-in ramps to enable wheelchair access directly onto the bus. Assistance dogs can be taken on all bus services and are carried free of charge.

 01202 338420

 [www.morebus.co.uk](http://www.morebus.co.uk)


 [enquiries@morebus.co.uk](mailto:enquiries@morebus.co.uk)


### **TAXI HIRE:**

A selection of taxi firms in the Bournemouth area offer vehicles adapted for wheelchair access. It is advisable to pre-book these vehicles in advance.

### **United Taxis**

 01202 556677

 [www.556677.com](http://www.556677.com)

 [info@556677.com](mailto:info@556677.com)



## **PRC Streamline Taxis**



01202 373737



[www.prcstreamline.co.uk](http://www.prcstreamline.co.uk)



[enquiries@prcstreamline.com](mailto:enquiries@prcstreamline.com)

## **USEFUL WEBSITES:**



[www.gettingabout.co.uk](http://www.gettingabout.co.uk)



[www.bournemouth.co.uk/visitor-information/travel-information](http://www.bournemouth.co.uk/visitor-information/travel-information)

# Car Parking

## Blue Badge Scheme:

The Scheme does **NOT** apply to Bournemouth Borough Council Car Parks. Disabled drivers must pay unless the vehicle is registered as exempt from tax. Please check the tariff board at the pay machines and refer to your Blue Badge Scheme booklet for further details.



Car parks in Bournemouth that have reserved disabled bays:

## Bournemouth

- Avenue Road MSCP (privately managed), BH2 5SL (16 disabled spaces)
- Bath Road South, nr. Bournemouth Pier/Seafront, BH1 2EW (7 disabled spaces)
- Bath Road North, nr. Bournemouth Pier/Seafront, BH1 2EW (2 disabled spaces)
- BIC (Bournemouth International Centre), BH2 5BH (15 disabled spaces)
- Central Car Park, Upper Hinton Road, BH1 2HH (3 disabled spaces)
- Durley Road Car Park, BH2 5EU (3 disabled spaces)
- Eden Glen Car Park, off Exeter Park Road, BH2 5AU (1 disabled space)
- Glen Fern, BH1 2LX (2 disabled spaces)
- Madeira Road Multi-storey, BH1 1QS (12 disabled spaces)
- Pavilion Car Park, Westover Road, BH1 2BU (8 disabled spaces)
- Town Hall Forecourt, BH2 6EA (2 disabled spaces)
- West Hill Car Park, BH2 5PG (3 disabled spaces)
- Winter Gardens, BH2 5AB (3 disabled spaces)

## Boscombe

- Hawkwood Road Car Park, BH5 1BY (2 disabled spaces)
- Overstrand Car Park, nr. Seafront, BH5 1BN (6 disabled spaces)
- Sovereign Centre MSCP (privately run), BH1 4SX (19 disabled spaces)

## Southbourne

- Hengistbury Head Car Park, BH6 4EN

(NB. Cash only. 5 disabled bays)

- Seabourne Road Car Park, BH5 2HA (2 disabled space)
- Warren Edge Car Park, BH2 5PG (3 disabled spaces)
- Southbourne Crossroads Car Park, BH6 3NH  
(2 disabled spaces)

### **Westbourne and Alum Chine**

- Alum Chine Car Park, BH4 8HS (5 disabled spaces)
- Milburn Road, Westbourne Town Centre, BH4 9HJ  
(3 disabled spaces)

### **On Street Parking**

It is free for Blue Badge holders to park on double or single yellow lines for up to 3 hours. Clocks, however, must be set to the correct time of arrival. Badge holders may **NOT** park in coach bays, taxi ranks or specifically allocated spaces such as loading bays. On street disabled bays are located at:

Albert Road, BH1 1BZ  
Avenue Road, BH2 5RJ  
Bourne Avenue, BH2 6DT  
Braidley Road, BH2 6JY  
Commercial Road, BH2 5RH  
Gervis Place, BH1 2AL Hinton  
Road, BH1 2EE  
Old Christchurch Road, BH1 1EP  
Post Office Road, BH1 1BB  
Russell Cotes Road, BH1 3AB  
St Stephens Road, BH2 6JJ  
Tregonwell Road, BH2 5NS  
Westover Road, BH1 2BU  
Yelverton Road, BH1 1DA

Disabled parking bays have a 3 hour max stay between 08:00 – 18:00.

For more information on disabled parking on Bournemouth's roads and car parks please visit:



[www.bournemouth.gov.uk/Parking/DisabledParking](http://www.bournemouth.gov.uk/Parking/DisabledParking)

## Contact for further details

Parking Management & Enforcement Customer Services  
Ground Floor  
St Stephens Road  
Bournemouth  
BH2 6EB



01202 454721



[www.bournemouth.gov.uk/parking](http://www.bournemouth.gov.uk/parking)



[parkingshop@bournemouth.gov.uk](mailto:parkingshop@bournemouth.gov.uk)

## Public Conveniences

RADAR Keys can be purchased from the Royal Association for Disability and Rehabilitation (RADAR) and the Dorset Association for the Disabled.

Bournemouth Tourist Information Centre also sell RADAR keys for £5.

A selection of accessible toilets with RADAR key access:

### **Beaches and Foreshore**

Bournemouth Central East Promenade, next to Harry Ramsden's Pier Entrance, near the Arcade

West Promenade, west of Bournemouth Pier

Durley Chine, near The Harvester

Alum Chine Foreshore, near car park and access to promenade

The Prom at Boscombe, west of Boscombe Pier

Next to Urban Reef Restaurant, east of Boscombe Pier (accessible showers also available).

### **Town Centre**

Lower Gardens

Richmond Gardens, Floor 1 multi-storey car park

Bournemouth Library, The Triangle

Bournemouth Station, next to the National Express ticket office

### **Boscombe and Southbourne Area**

Ashley Road, bus interchange near Sovereign Shopping Centre

Boscombe Cliff Gardens, East Overcliff

Boscombe Foreshore Area, near to Boscombe Pier

Fisherman's Foreshore, on promenade near Zig-Zag path

Gordon Steps, Southbourne Promenade

Solent Beach Foreshore, Southbourne parade adjoining café

A complete list for the County can be found in the 'Dorset Loo Guide'. Many of the large commercial shopping outlets also provide toilets facilities for disabled people during business hours.

More information on public toilets and their location can be found on

The Great British Public Toilet Map.



[www.toiletmap.org.uk](http://www.toiletmap.org.uk)

# Bournemouth Library

Bournemouth Central Library  
22 The Triangle  
Bournemouth  
BH2 5RQ

Library Service Manager for Bournemouth and Poole Libraries



01202 454848



[www.bournemouth.gov.uk/libraries](http://www.bournemouth.gov.uk/libraries)



[bournemouth@bournemouthlibraries.org.uk](mailto:bournemouth@bournemouthlibraries.org.uk)

## Facilities

- Wheelchair accessible entrance and lifts to all floors
- Designated parking opposite the library entrance
- Accessible toilet and baby changing facilities
- Talking Books CDs & audio cassettes.
- Large print books (fiction and non-fiction); eBooks also now available.
- Public PCs with free internet (usage time up to 90mins)
- Library home service
- Adaptive technology, including text to speech facility
- Induction Loop facility
- Meeting room

Joining the library is free...

Membership is free and open to everyone who lives, works or studies in Bournemouth. To join, simply fill in a membership card application form, available at any library, and show proof of identity and permanent address. A driving license, bank statement or other official document is acceptable. If you are 15 or under you will need your parent or guardian to sign your membership card application form. You will be given a membership card, which you will need whenever you wish to borrow items. Visitors may also join the library temporarily.

# Events 2019

## FEBRUARY

21- 23	<b>Light Up Poole</b> Poole Town Centre
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## APRIL

7	<b>Health-on-Line Bournemouth Bay Run</b> Bournemouth Seafront
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## APR - SEPT

Every Tuesday 2 April – 24 September	<b>Coles Miller Dream Machines</b> Poole Quay
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## MAY

11	<b>Mini Steam on the Quay</b> Poole Quay
24 - 26	<b>Bournemouth 7s Festival</b> Bournemouth Sports Club

## JUNE

7 - 9	<b>Poole Harbour Boat Show</b> Poole Quay
9	<b>Race For Life</b> Bournemouth Seafront
15	<b>Harry Paye Pirate Day</b> Poole Quay
23 – 30 TBC	<b>Jazz By The Sea Festival</b> Bournemouth, various locations
28 - 30	<b>Dorset Moon</b> Central Gardens, Bournemouth
29	<b>Folk on the Quay</b> Poole Quay
29 & 30	<b>The Original Shake &amp; Stir Vintage Festival</b> Southbourne, various locations



## JULY

Every Friday 5 July – 30 August	<b>Quay for my Car</b> Poole Quay
12 & 13	<b>British Beach Polo Championship</b> Sandbanks Beach
12 - 14	<b>Bourne Free – Bournemouth's Pride Festival</b> Bournemouth Triangle and various locations
13 July – 26 August	<b>Summer Live</b> Bournemouth Square
14	<b>Poole Goes Vintage</b> Poole Quay
14	<b>Bournemouth Pier to Pier Swim</b> Bournemouth Seafront
Every Thursday 25 July – 29 August	<b>Rockley's Summer Spectacular with Fireworks</b> Poole Quay
Every Friday 26 July – 23 August	<b>Bournemouth Friday Fireworks</b> Bournemouth Seafront

## AUGUST

1 – 3	<b>Bournemouth Symphony Orchestra - Proms in the Park</b> Meyrick Park
29 August – 1 September	<b>Bournemouth Air Festival</b> Bournemouth Seafront

## SEPTEMBER

6 - 8	<b>Poole Blues Festival</b> Poole Quay, various locations
8	<b>Bournemouth International Triathlon</b> Bournemouth Seafront
27- 29	<b>Bournemouth Arts By The Sea Festival</b> Bournemouth, various locations



## OCTOBER

5 & 6	<b>Bournemouth Marathon Festival</b> Bournemouth Seafront
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## NOV-DEC

5 November	<b>November 5<sup>th</sup> Fireworks</b> Poole Quay
15 November – 2 January	<b>Bournemouth Christmas Tree Wonderland</b> Various locations

Please note all events and dates are provisional and subject to change.  
Please check our website at:

-  [www.bournemouth.co.uk](http://www.bournemouth.co.uk)
-  [www.pooletourism.com](http://www.pooletourism.com)

Or contact the Tourist Information Centre  
Bournemouth:

-  01202 451781
-  [www.bournemouth.co.uk/visitor-information/tourist-information-centre](http://www.bournemouth.co.uk/visitor-information/tourist-information-centre)

Poole:

-  01202 262600
-  [www.pooletourism.com/visitor-information/tourist-information-centre](http://www.pooletourism.com/visitor-information/tourist-information-centre)

# Tourist Information Centre

Bournemouth opening hours are:

<b>July &amp; August</b>	<b>Sept – Oct and Apr - June</b>	<b>November - March</b>
Open Daily: 09:00 – 18:00	Open Daily: 09:00 – 17:00	Open Daily: 09:00 – 16:00

Extended opening for special events.

## **Offers:**

- Friendly and experienced team to help you make the most of your stay
- A wide range of leaflets, maps and guides, postcards and souvenirs, beach hut bookings and local attraction tickets
- RADAR Keys for purchase (£5.00)
- Assistance dogs welcome. Water bowl provided on request.

## **Visiting and parking:**

- Located on Pier Approach at Bournemouth Seafront
- Free entry
- Nearest car park (including Blue Badge parking) is in Bath Road (approx. 30 yards)
- Automatic doors and level flooring

## **Address and Contact Details**

Pier Approach,  
Bournemouth,  
BH2 5AA



01202 451781



[www.bournemouth.co.uk](http://www.bournemouth.co.uk)



[info@bournemouth.gov.uk](mailto:info@bournemouth.gov.uk)

Poole opening hours are:

<b>April - October</b>	<b>November - March</b>
Open Daily: 10:00 – 17:00	Monday - Saturday: 10:00 – 16:00 Sunday: 12:00 – 16:00

Extended opening for special events.

### **Offers:**

- Friendly and experienced team to help you make the most of your stay
- A wide range of leaflets, maps and guides, postcards and souvenirs and local attraction tickets
- RADAR Keys for purchase (£5.00)
- Assistance dogs welcome. Water bowl provided on request.

### **Visiting and parking:**

- Located on Poole High Street
- Free entry
- Nearest car park (including Blue Badge parking) is in Quay Visitors Car Park (2 minute walk)
- One disabled space outside
- 6 disabled spaces on the Quay
- Automatic doors and level flooring

### **Address and Contact Details**

High Street,  
Poole,  
BH15 1BW



01202 262600



[www.pooletourism.com](http://www.pooletourism.com)



[info@pooletourism.com](mailto:info@pooletourism.com)

# Doctors and Useful Contacts

## Doctors


### **Westbourne Medical Centre**

Milburn Road, Bournemouth, BH4 9HJ

 01202 752550

### **Poole Road Medical Centre**

7 Poole Road, Bournemouth, BH2 5QR

 01202 761120 or 01202 764534

### **Boscombe and Springbourne Health Centre**

(Pre-booked and urgent walk in appointments available)

66-68, Palmerston Road, Boscombe, Bournemouth, BH1 4JT

 01202 720174

## Chemists

### **Boots Pharmacy**

18-20 Commercial Road

Bournemouth

BH2 5NL

 01202 551713

 [www.boots.com](http://www.boots.com)

### **Lloyds**

5 Holdenhurst Road

Bournemouth

BH8 8EH

 01202 554923

 [www.lloydspharmacy.com](http://www.lloydspharmacy.com)



### **Late Night Columbia Chemist**

21-23 Columbia Road, Bournemouth, BH10 4DZ

 01202 529529



## **USEFUL CONTACTS**

### **Bournemouth Borough Council**

 01202 451451  
 [www.bournemouth.gov.uk](http://www.bournemouth.gov.uk)





### **Christchurch Borough Council**

 01202 495000  
 [www.dorsetforyou.gov.uk](http://www.dorsetforyou.gov.uk)



### **Poole Borough Council**




 01202 633633  
 [www.poole.gov.uk](http://www.poole.gov.uk)



### **Bournemouth Deaf Club**


 [www.bournemouthdeafclub.org.uk](http://www.bournemouthdeafclub.org.uk)

### **Access Dorset**




 01202 771336  
 [www.accessdorset.org.uk](http://www.accessdorset.org.uk)  
 [enquiries@accessdorset.org.uk](mailto:enquiries@accessdorset.org.uk)






### **Dorset Dental Helpline**

 01202 854443 (09:00 to 17:30 Monday to Friday)  
or call NHS on 111 24 hours, seven days a week




### **Holiday Dialysis Centre**

K.C. Dialysis Centre, 35 Southwood Avenue, Bournemouth, BH6 3QB  
 01202 422311  
 [www.kcdialysis.com](http://www.kcdialysis.com)  
 [admin@kcdialysis.com](mailto:admin@kcdialysis.com)

### **Citizens Advice Bureau**


West Wing, Town Hall, Bourne Avenue, Bournemouth, BH2 6DX  
 01202 290967  
 [www.citizensadvicebcp.org.uk/](http://www.citizensadvicebcp.org.uk/)  
 [admin@citabournemouthpoole.co.uk](mailto:admin@citabournemouthpoole.co.uk)

### **Dorset Blind Association**

 01202 712865  
 [www.dorsetblind.org.uk](http://www.dorsetblind.org.uk)  
 [info@dorsetblind.org.uk](mailto:info@dorsetblind.org.uk)

## **Disability Rights UK National Key Scheme**

14 East Bay Lane, Here East, Queen Elizabeth Olympic Park,  
Stratford, E20 3BS

 0300 9950400

 [enquiries@disabilityrights.uk.org](mailto:enquiries@disabilityrights.uk.org)

## **Bournemouth Council for Voluntary Service**

 01202 466130

 [www.bournemouthcvs.org.uk](http://www.bournemouthcvs.org.uk)

## **Bournemouth Care Direct**

Services for carers & people over 55

 01202 454979

 [caredirect@bournemouth.gov.uk](mailto:caredirect@bournemouth.gov.uk)

## **NATIONAL CONTACTS:**

### **Age UK**


Age UK Information Line (free of charge)

A service offering fact sheets and information for older people and those who live with, work and care for them.

 0800 0556112

 [www.ageuk.org.uk](http://www.ageuk.org.uk)


### **Carers UK**

 020 7378 4999

 [www.carersuk.org](http://www.carersuk.org)

### **Dial Disability Info and Advice Line (Dial UK)**


Network of disability information and advice services. Run by people with direct experience of disability.

 0808 800 3333

 [www.dialuk.info](http://www.dialuk.info)

### **RADAR**

Disability Rights UK

 0207 250 3222

 [www.radarkey.org](http://www.radarkey.org)



## **EMERGENCY SERVICES**

### **Bournemouth Police Station**

5 Madeira Road, Bournemouth, BH1 1QQ

 101

### **NHS Direct: For emergency medical advice**

 111

 [www.nhs.uk](http://www.nhs.uk)



### **Royal Bournemouth Hospital,**

Castle Lane East, Bournemouth, BH7 7DW

Main Switchboard

 01202 303626

 [www.rbch.nhs.uk](http://www.rbch.nhs.uk)

## **Access to Bournemouth - Visitor Information Guide**

Published by Bournemouth Tourism

While considerable care has been taken to research the information in this guide, details are subject to change. Before booking or making any travel arrangements we advise all information is checked.

Bournemouth Tourism cannot accept any responsibility for any errors, inaccuracies or omissions. Please note that no official audit has been undertaken by Bournemouth Tourism.

We hope that you find this guide useful and welcome any comments or feedback that you may have to improve it.

**Produced March 2019**