



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.

Phone Number: 01202 451781

Email: tourism.information@bcpcouncil.gov.uk

Website: www.bournemouth.co.uk

We look forward to welcoming you.

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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 10:00am – 17:00pm, every day from 4th April to the 30th 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. (card payments only)

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: tourism.information@bcpcouncil.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 Tourisms. 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

Phone: 01202 556581

Website: www.miramar-bournemouth.com

Email: enquiries@miramar-bournemouth.com

The Hermitage Hotel 4* AA & 1 Rosette

Phone: 01202 557363

Website: www.hermitage-hotel.co.uk

Email: info@hermitage-hotel.co.uk

Hilton Bournemouth

Phone: 01202 804775

Website: www.hilton.com/bournemouth

Email: Bournemouth_info@hilton.com

Marsham Court Hotel

Phone: 01202 552111

Website: www.marshamcourthotel.co.uk

Email: reservations@marshamcourthotel.co.uk

Holiday Inn Bournemouth

Phone: 01202 291266

Website: www.hibournemouth.co.uk

Email: reservations@hibournemouth.co.uk

Regency Court Holiday Apartments

Phone: 074058 14467

Website: www.regency-court.co.uk

Email: info@regency-court.co.uk

Riviera Hotel & Holiday Apartments

Phone: 01202 763653

Website: www.rivierabournemouth.co.uk

Email: info@rivierabournemouth.co.uk

Holiday, Touring & Camping Parks

Hoburne Park 5* Gold Award

Phone: 01425 282358

Website: www.hoburne.com

Email: enquiries@hoburne.com

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

Phone: 01202 622577

Website: www.southlytchettmanor.co.uk

Email: info@southlytchettmanor.co.uk

Attractions

Bournemouth International Centre

Address: Exeter Road, Bournemouth, BH2 5BH

Phone: 0844 576 3000 General Enquiries: 01202 055555

Website: www.bic.co.uk

Email: boxoffice@bhlive.co.uk

Pavilion Theatre

Address: Westover Road, Bournemouth, BH1 2BU

Phone: 0844 576 3000 General Enquiries: 01202 055660

Website: www.bournemouthpavilion.co.uk

Email: boxoffice@bhlive.co.uk

Both venues have disabled access and parking 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

Address: Pier Approach, West Beach, Bournemouth, BH2 5AA

01202 311993

www.oceanarium.co.uk

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

Address: Westover Road, Bournemouth, BH1 2BU

Phone: 01202 203630

Email: www.pdsw.org.uk

Website: 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

Address: 35 - 37 Bourne Avenue, Bournemouth, BH2 6DT

Phone: 01202 558030

Website: www.allfiredupceramics.co.uk/bournemouth.htm

Email: bourne@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

Address: East Cliff Promenade, Bournemouth, BH1 3AA

Phone: 01202 451858

Website: www.russellcotes.com

Email: russellcotes@bcpcouncil.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.

Pier Amusements

Address: Pier Approach, Bournemouth, BH2 5AA

Phone: 01202 451791

Website: www.bournemouth.co.uk/things-to-do/pier-amusements

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, play basketball or air hockey, try to win a giant teddy 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

Address: Bournemouth Pier, Bournemouth, BH2 5AA

Phone: 01202 983983

Website: www.rockreef.co.uk

Email: 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. Wheelchair users have full access to Bournemouth Pier from Pier Approach and there is blue badge parking nearby.

Hengistbury Head Visitor Centre

Address: Hengistbury Head, Broadway, Bournemouth, BH6 4EN

Phone: 01202 451618

Website: www.visithengistburyhead.co.uk

Email: hengistbury.head@bcpcouncil.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. The Visitor Centre is fully accessible and we look forward to welcoming you.

There is a hearing loop, and a lift to the first floor, where you'll find the accessible toilet. There are 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

Address: Granby Road, Muscliffe Lane, Bournemouth, BH9 3NZ

Phone: 01202 451548

Website: www.visitstourvalley.co.uk

Email: stour.valley@bcpcouncil.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 Visitor Centre is on one level, and fully accessible. 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, and flat level access to the Visitor Centre and its beautiful wildlife garden and pond. Guide dogs permitted.

Smugglers Cove Adventure Golf

Address: Pier Approach, Bournemouth, BH2 5AA

Phone: 01202 451667

Website: www.smugglerscoveadventuregolf.co.uk

Email: smugglerscove@bcpcouncil.gov.uk

Discover Bournemouth's past as you smuggle your ball around 18 holes of pure adventure mini golf. All our golf holes are wheelchair friendly and should you require any assistance then please don't hesitate to speak to a friendly member of staff.

Centre VR

Address: Richmond Gardens Shopping Centre, Old Christchurch Road, Bournemouth BH1 1EN

Phone: 01202 372372

Website: www.centrevr.co.uk

Europe's largest virtual reality venue with 30 stations of the very best VR headsets with all the top titles available to play multiplayer or solo. Disabled toilet available. Centre VR is on the first floor. Lift available from adjoining car park and from the Shopping Centre entrance on the ground floor.

Mr Mulligans Adventure Golf

Address: Exeter Crescent, Bournemouth BH2 5DD

Phone: 01202 837850

Website: mrmulligan.com/m/bh2/

An indoor adventure golf venue, with two bars and a large restaurant, showcases some of the most unique golfing holes on the planet. Fully accessible for wheelchairs with an accessible toilet on site.

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

Phone: 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.

Castlepoint Shopmobility

Phone: 01202 598295

(4 miles from Bournemouth Town Centre)

Castlepoint Shopmobility can be found on the lower ground car park at the front of Aisle 11. It is opposite the lower bay village car park (where Nandos is located). The Shopmobility unit is open 5 days a week, Monday - Friday from 10.00 am to 4.00 pm and Saturdays. On Sunday wheelchairs are available from the Management Suite, which is located on ground level, underneath Argos.

Shopmobility provides a mobility scooters, manual wheelchairs & electric wheelchairs for those who struggle with their mobility because of disability or other issues to get around the shopping centre. It is available to anyone, young or old, no matter whether their mobility impairment is temporary or permanent.

Visitors pay £6 per visit for hire of electric equipment, £5.00 for manual wheelchairs. There is also an annual membership fee of £10.00 with a reduced fee of £3.00 for each visit. New members get the first hire free.

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

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

Phone: 01202 900859

Website: sales@wessexmobility.com

Opening Time: Monday to Saturday: 09:00 –17:00

Castlepoint Shopping Centre

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

Phone: 01202 598295

Email: info@sedcat.org.uk

Opening Times: Monday to Saturday 10:00 –16:00

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

Poole

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

Phone: 01202 661770

Email: office@pooleshopmobility.org.uk

Opening Times: Monday - Friday 9:45 – 15:45

Contact: Ross Smith

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

Wheelchair & Mobility Equipment Hire

Dorset Nursing Supplies

(wheelchairs, walkers, chairs, scooters, hoists, nursing beds etc.)

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

Phone: 01202 425070

Website: www.dorset-nursing.co.uk

Email: sales@dorsetnursing.co.uk

British Red Cross Society

(wheelchairs, accessories and aids)

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

Phone: 01202 699453

Website: www.redcross.org.uk

Email: information@redcross.org.uk

Transport

By Road

Bournemouth is easily accessible from all parts of Great Britain. To plan your route please visit:

Website: www.theaa.com/route-planner/index.jsp

Website: www.rac.co.uk/route-planner/

By Coach

National Express

Phone: 03717 818181

Opening Times: 08:00 – 22:00

Website: www.nationalexpress.com

National Express Disabled Persons Travel Helpline: 03717 818181

Opening times 08:00 – 22:00

Email: addl@nationalexpress.com

Address: 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 wheelchair is available for passenger use on request - please speak to a member of staff or our Assisted Travel team by Phone: 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

Phone: 020 7278 5240

Website: www.nationalrail.co.uk

By Air

Bournemouth International Airport

Address: Christchurch, Dorset BH23 6SE

Phone: 01202 364000

Website: www.bournemouthairport.com

Southampton Airport

Address: Southampton, Hampshire SO18 2NL

Phone: 0344 481 7777

Website: 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 by phone on 01202 451584

Yellow Buses

Low floor buses provided; assistance dogs permitted.

Phone: 01202 636110

Website: www.yellowbuses.co.uk

Email: 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.

Phone: 01202 338420

Website: www.morebus.co.uk

Email: 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.

PRC Streamline Taxis

Phone: 01202 373737

Website: www.prcstreamline.co.uk

Email: enquiries@prcstreamline.com

United Taxis

Phone: 01202 556677

Website: www.556677.com

Email: info@556677.com

Useful Websites:

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 Locations:

- 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 Locations:

- 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 the following locations:

- 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

Contact for further details

Parking Management & Enforcement Customer Services

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

Phone: 01202 454721

Website: www.bournemouth.gov.uk/parking

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.

Here are a selection of accessible toilets with RADAR key access:

Beaches and Foreshore Locations:

- 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.

Website: www.toiletmapp.org.uk

Bournemouth Library

Address: Bournemouth Central Library, 22 The Triangle, Bournemouth,
BH2 5RQ

Library Service Manager for BCP Libraries

Phone: 01202 454848

Website: www.bournemouth.gov.uk/libraries

Email: 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.

Bournemouth Tourist Information Centre

Address: Pier Approach, Bournemouth, BH2 5AA

Phone: 01202 451781

Website: www.bournemouth.co.uk

Email: tourism.information@bcpcouncil.gov.uk

Bournemouth opening hours:

July & August	Sept – Oct and Apr - June	November - March
Open Daily: 09:00 – 18:00	Open Daily: 09:00 – 17:00	Open Daily: 09:00 – 16:00 Sundays 10:00 – 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, gifts and souvenirs, beach hut bookings and excursion 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

Poole Tourist Information Centre

Address: High Street, Poole, BH15 1BW

Phone: 01202 262600

Website: www.pooletourism.com

Email: info@pooletourism.com

Poole opening hours are:

April - October	November - March
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

Doctors and Useful Contacts

Doctors

Westbourne Medical Centre

Address: Milburn Road, Bournemouth, BH4 9HJ

Phone: 01202 752550

Poole Road Medical Centre

Address: 7 Poole Road, Bournemouth, BH2 5QR

Phone: 01202 761120

Boscombe and Springbourne Health Centre

(Pre-booked and urgent walk in appointments available)

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

Phone: 01202 720174

Chemists

Boots Pharmacy

Address: 18-20 Commercial Road, Bournemouth, BH2 5NL

Phone: 01202 551713

Website: www.boots.com

Late Night Columbia Chemist

Address: 21-23 Columbia Road, Bournemouth, BH10 4DZ

Phone: 01202 529529

USEFUL CONTACTS

Bournemouth, Christchurch & Poole Council

Phone: 01202 451451

Website: www.bcpCouncil.gov.uk

Bournemouth Deaf Club

Website: www.facebook.com/bournemouthdeafclub

Access Dorset

Phone: 01202 771336

Website: www.accessdorset.org.uk

Email: enquiries@accessdorset.org.uk

Dorset Dental Helpline

Phone the NHS on 111 (24 hours, seven days a week)

Holiday Dialysis Centre

Address: K.C. Dialysis Centre, 35 Southwood Avenue, Bournemouth, BH6 3QB

Phone: 01202 422311

Website: www.kcdialysis.com

Email: admin@kcdialysis.com

Citizens Advice Bureau

Address: West Wing, Town Hall, Bourne Avenue, Bournemouth, BH2 6DX

Phone: 01202 290967

Website: www.citizensadvicebcp.org.uk/

Email: admin@citabournemouthpoole.co.uk

Dorset Blind Association

Phone: 01202 712865

Website: www.dorsetblind.org.uk

Email: info@dorsetblind.org.uk

Disability Rights UK National Key Scheme

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

Phone: 0300 9950400

Email: enquiries@disabilityrights.uk.org

Bournemouth Council for Voluntary Service

Phone: 01202 466130

Website: www.bournemouthcvs.org.uk

Bournemouth Care Direct

Services for carers & people over 55

Phone: 01202 454979

Email: caredirect@bcpcouncil.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.

Phone: 0800 678 1602

Website: www.ageuk.org.uk

Carers UK

Phone: 020 7378 4999

Website: 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.

Phone: 0808 800 3333

Website: www.dialuk.info

EMERGENCY SERVICES

Bournemouth Police Station

Address: 5 Madeira Road, Bournemouth, BH1 1QQ

Phone: 01202 222222

NHS Direct: For emergency medical advice

Phone: 111

Website: www.nhs.uk

Royal Bournemouth Hospital

Address: Castle Lane East, Bournemouth, BH7 7DW

Main Switchboard Number: 01202 303626

Website: www.rbch.nhs.uk

Access to Bournemouth - Visitor Information Guide

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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.

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

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