



# **Bournemouth**

## **Accessibility Information Guide 2023**

Published by Bournemouth, Christchurch & Poole (BCP) Tourism.

Please note, 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 strongly advise all information is checked directly with the business, establishment, or organisation to ensure that your specific needs can be met. We hope that you find this guide useful and welcome any comments or feedback that you may have to improve it. This Poole Accessibility Information Guide is aimed at visitors of all abilities.**

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

This guide was last updated: July 2023

We hope that you find this guide useful and welcome any comments, updates and feedback to improve it.

Should you find any of the information contained in this guide requires updating, please notify us by emailing [bcptourism@bcpcouncil.gov.uk](mailto:bcptourism@bcpcouncil.gov.uk)

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## **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 from which to discover the surrounding coast and countryside.

Renowned for its seven miles of award-winning beaches and its beautiful parks and gardens, Bournemouth offers a mix of contemporary and traditional holiday experiences.

Alongside the natural beauty, you'll find plenty of family fun, live entertainment, festivals, events, attractions, and activities.

There is plenty of accommodation to suit all tastes and needs and a great choice of places to eat out, from restaurants and cafés to bars. There's also great shopping in our eclectic coastal villages with many interesting independent stores and local brands.

## **Bournemouth Tourist Information Centre**

Address: Pier Approach, Bournemouth, BH2 5AA

Phone: 01202 123800

Email: [tourism.information@bcpcouncil.gov.uk](mailto:tourism.information@bcpcouncil.gov.uk)

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

**Facebook:** [@bournemouthofficial](https://www.facebook.com/bournemouthofficial)

**Twitter:** [@bmouthofficial](https://twitter.com/bmouthofficial)

**Instagram:** [@bournemouth\\_official](https://www.instagram.com/bournemouth_official)

### **Opening hours:**

July and August 9:30 – 18:00

September to October and April to June 09:30 – 17:00

November – March Monday to Friday 9:30 – 16:00, Sunday from 10:00

We'll help you make the most of your stay. Visit the TIC for:

- A wide range of leaflets, postcards, gifts and souvenirs.
- Beach hut bookings and excursion tickets.
- RADAR Keys for purchase (£5.00).

Our nearest car park (including Blue Badge parking) is in Bath Road (approximately 30 yards). Assistance dogs very welcome.

## Beautiful Beaches

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

### Land Train

Enjoy the promenade views and take a trip on the famous land train.

#### Train opening hours

9 April 2022 - 31 October 2023

Monday to Sunday: 10:00 – 17:00 daily subject to weather conditions

Our service this summer 2023 has the following routes:

- Bournemouth Pier (West) to Alum Chine, stopping at Durley Chine
- Bournemouth Pier (East) to Boscombe Pier, stopping at Toft Zigzag (drop off only)

A request stop can be made at the site of the East Cliff Lift- please inform the driver when you get on that you would like to stop there. Note that the East Cliff Lift is not currently operating due to a significant cliff slide.

For further information on our Land Train please click this [land train](#) link.

### Cliff Lifts

The Cliff Lifts are open 9 April 2023 - 31 October 2023

#### The West Cliff Lift

For further information please click this [West Cliff Lift](#) link.

#### The Fisherman's Walk Cliff lift at Southbourne

For further information please click this [Fisherman's Walk Cliff Lift](#) link.

Or contact the Tourist Information Centre on 01202 123800.

### Beach Wheelchairs

For easier access onto the sand, beach-going wheelchairs fitted with balloon tyres are available on loan from BCP Council's beach offices. We have two at Bournemouth, three at Boscombe. These are available from the beach office between 9:30am to 4:30pm, from May to September, these are loaned on a first come, first served basis in return for a refundable £50 cash deposit.

#### Locations of beach offices

Bournemouth Undercliff Drive Bournemouth BH2 5AA

Boscombe Undercliff Drive BH5 1BN

### **Sand access**

Boscombe beach has Mobi-Mats to help wheelchair users move easily from the promenade onto the sand and closer to the sea in place between May and September. The Boscombe mat is opposite the accessible beach just to the West of Boscombe Pier.

### **Parking**

Accessible parking spaces (chargeable) are available on the promenade, between the piers. Entrance to promenade parking is by Boscombe Pier. Disabled Tax Exempt Vehicles must pay car park charges unless they have a valid Disabled Tax Exempt Permit issued by BCP Council, see page 19.

### **Seafront Toilets**

Accessible toilet facilities can be found across the seafront and require RADAR keys. See page 21 for a list of public toilet locations across Bournemouth and further information on facilities.

### **Beach Huts**

Along our promenade we have huts available for hire where you can sit back, relax, and enjoy our award-winning coastline.

For further details visit the beach hut hire page on

<https://www.bournemouth.co.uk/things-to-do/beach-hut-hire>

**Accessible Beach Huts** - Three dedicated wheelchair accessible beach huts are available for hire at Boscombe beach. These have accessible parking spaces (chargeable) and toilet facilities close by. Telephone 01202 123800 for details.

There is also an accessible overnight stay Beach Lodge at Manor Steps.

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

For further information please contact the Tourist Information Office on 01202 123800 or visit this link for our [beaches page](#)

## 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 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 which is 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. 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. For further information please visit our [parks and gardens](http://www.bournemouth.co.uk) page on [www.bournemouth.co.uk](http://www.bournemouth.co.uk)

# Accommodation

Accommodation in Bournemouth caters for everyone, with something to satisfy all tastes, pockets, and many accessibility requirements. The accommodation providers listed below have some accessible facilities.

As personal circumstances vary, we strongly recommend contacting your chosen accommodation before booking to confirm suitability for your needs.

If you cannot find anything suitable, please call the Tourist Information Centre on **01202 123800** or e-mail: [tourism.information@bcpcouncil.gov.uk](mailto:tourism.information@bcpcouncil.gov.uk).

## Hotels, Guesthouses & Self Catering

### Hotel Miramar

Phone: 01202 556581

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

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

Rooms with accessible bathrooms available.

### Marsham Court Hotel

Phone: 01202 552111

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

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

A major refurbishment has improved access. This hotel features a 'changing places' toilet, a hoist at the swimming pool, and a sensory room. Their accessible bed rooms have been recently updated.

### Holiday Inn Bournemouth

Phone: 01202 291266

Website: [www.hibournemouth.co.uk](http://www.hibournemouth.co.uk)

Email: [reservations@hibournemouth.co.uk](mailto:reservations@hibournemouth.co.uk)

### Bournecoast Holidays Lets

Phone: 01202 437880

Website: <https://bournecoast.co.uk/>

Email: [reservations@bournecoast.co.uk](mailto:reservations@bournecoast.co.uk)

Bournecoast have a range of ground floor properties with their own nearby private parking in central locations.

**Bournemouth Beach Lodges**

Phone: 01202 126127

Website: [www.bournemouthbeachlodges.co.uk/](http://www.bournemouthbeachlodges.co.uk/)

Email: [hello@bournemouthbeachlodges.co.uk](mailto:hello@bournemouthbeachlodges.co.uk)

Overnight stay lodges on the beachfront with spectacular views. Our accessible lodge is suitable for assisted, weight-bearing wheelchair and mobility aid users. The accessible Lodge sleeps up to five guests (max four adults). The wet-room style shower room has handrails and a shower seat.

External access to the Lodge is by a series of ramps.

**Regency Court Holiday Apartments**

Phone: 074058 14467 or 01202 911441

Website: [www.regency-court.co.uk](http://www.regency-court.co.uk)

Email: [info@regency-court.co.uk](mailto:info@regency-court.co.uk)

**Riviera Hotel & Holiday Apartments**

Phone: 01202 763653

Website: [www.rivierabournemouth.co.uk](http://www.rivierabournemouth.co.uk)

Email: [info@rivierabournemouth.co.uk](mailto:info@rivierabournemouth.co.uk)

**Holiday, Touring & Camping Parks**

**Hoburne Park**

Phone: 01425 282358

Website: [www.hoburne.com](http://www.hoburne.com)

Email: [enquiries@hoburne.com](mailto:enquiries@hoburne.com)

**South Lytchett Manor Caravan & Camping Park**

5\* & 5 Pennants, Gold Award

Phone: 01202 622577

Website: [www.southlytchettmanor.co.uk](http://www.southlytchettmanor.co.uk)

Email: [info@southlytchettmanor.co.uk](mailto:info@southlytchettmanor.co.uk)



# Attractions

Bournemouth and the surrounding area offer a perfect mix of seaside fun, beautiful gardens, parks and nature reserves and some fascinating and exciting attractions and activities.

Below are a selection of attractions and activities in and around Bournemouth. Please note, the information has been provided by the businesses themselves and we strongly recommend you contact the attractions directly to check any information in advance to ensure your specific needs can be met.

This is just a selection of some of the accessible attractions. For a full range of things to do visit our website [www.bournemouth.co.uk/things-to-do](http://www.bournemouth.co.uk/things-to-do)

## **Bournemouth International Centre**

Address: Exeter Road, Bournemouth, BH2 5BH

Phone: 0300 500 0595

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

Email: [bhlive.tickets@bhlive.org.uk](mailto:bhlive.tickets@bhlive.org.uk)

## **Pavilion Theatre**

Address: Westover Road, Bournemouth, BH1 2BU

Phone: 0300 500 0595

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

Email: [bhlive.tickets@bhlive.org.uk](mailto:bhlive.tickets@bhlive.org.uk)

These venues have a packed year-round programme of shows. Both venues have disabled access and parking and the staff will be happy to help in any way they can. There are 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 accessible car parks.

## **Pavilion Dance South West**

Address: Lower Gardens, Westover Road, Bournemouth, BH1 2BU

Phone: 01202 203630

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

Email: [info@pdswh.org.uk](mailto:info@pdswh.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. All our online shows are fully accessible with Closed Captions and Audio Description versions available. 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.

### **Smugglers Cove Adventure Golf**

Address: Pier Approach, Bournemouth, BH2 5AA

Phone: 01202 126099

Website: [www.smugglerscoveadventuregolf.co.uk](http://www.smugglerscoveadventuregolf.co.uk)

Email: [smugglerscove@bcpcouncil.gov.uk](mailto: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.

### **Oceanarium, The Bournemouth Aquarium**

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

Phone: 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.

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

Address: East Cliff Promenade, Bournemouth, BH1 3AA

Phone: 01202 451858

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

Email: [russellcotes@bcpcouncil.gov.uk](mailto: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 maneuverability 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.

### **Centre VR**

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

Phone: 01202 878300

Website: [www.centrevr.co.uk](http://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 carpark and from the Shopping Centre entrance on the ground floor.

### **All Fired Up Ceramics Café**

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

Phone: 01202 558030

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

Email: [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.

### **Kingfisher Barn Visitor Centre**

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

Phone: 01202 128484

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

Email: [stour.valley@bcpcouncil.gov.uk](mailto:stour.valley@bcpcouncil.gov.uk)

Kingfisher Barn Visitor Centre is the gateway 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 entrepreneurs and smugglers. 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.

# Shopmobility

Shopmobility can be found at 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.

## Castlepoint Shopmobility

Phone: 01202 598295

Website: <https://www.castlepointshopping.com>

Website for long loan: <http://www.sedcat.org.uk/>  
(4 miles from Bournemouth Town Centre)

Shopmobility provide 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.

Castlepoint Shopmobility can be found on the lower ground car park underneath Sainsbury's. The Shopmobility unit is open 6 days a week.  
Monday - Friday 9.00 am to 4.00 pm  
Saturday 10.00 am – 3.00 pm

**Booking in advance is highly recommended.**

# 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](http://www.dorset-nursing.co.uk)

Email: [sales@dorsetnursing.co.uk](mailto: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: <http://www.redcross.org.uk/swmobility>

## **G E Bridge and Co Ltd**

(wheelchairs, scooters and tri walkers, Mobi Chair and matting)

Address: 123-125 Old Christchurch Road, Bournemouth, Dorset, BH1 1HF

Phone: 01202 204802

Email: [Bournemouth@bl-medical.com](mailto:Bournemouth@bl-medical.com)

# Transport

## By Road

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

Website: <https://www.theaa.com/route-planner/route>

Website: <https://www.rac.co.uk/route-planner/>

## By Coach

### National Express

Assisted Travel Team: Phone: 03717 818181

Website: <https://www.nationalexpress.com/en/help/accessibility>

Email: [adtl@nationalexpress.com](mailto:adtl@nationalexpress.com)

Bournemouth Coach Station: 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.

### National Rail Enquiries

General Enquiries: 03457 48 49 50

Passenger Assist: You can book assistance 24-hours a day by contacting Passenger Assist on freephone 0800 0223720

For textphone/minicom 0845 60 50 600

Website:

[https://www.nationalrail.co.uk/stations\\_destinations/disabled\\_passengers.aspx](https://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx)

### **South Western Railway**

Customer Service Centre: 0345 6000 650

Call: 0800 52 82 100 (freephone) to speak to their in-house Assisted Travel Team.

Text Assisted Travel Team: 0800 6920 792

Website: <https://www.southwesternrailway.com/travelling-with-us/assisted-travel>

### **By Air**

#### **Bournemouth International Airport**

Address: Christchurch, Dorset BH23 6SE

Phone: 01202 364000

Website: <https://www.bournemouthairport.com/special-assistance/>

#### **Southampton Airport**

Address: Southampton, Hampshire, SO18 2NL

Phone: 0344 481 7777

Website: [www.southamptonairport.com/at-the-airport/special-assistance/](http://www.southamptonairport.com/at-the-airport/special-assistance/)

### **Local Travel**

#### **Yellow Buses**

Phone: 01202 636110

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

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

All buses are PSVAR compliant (DDA compliant) with ramp access. Large print and digital versions of the timetable available on request.

#### **Morebus**

Phone: 01202 338420

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

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

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

### **United Taxis**

Phone: 01202 556677

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

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

For further information about travel information in and around Bournemouth, Christchurch and Poole, please visit this link

**<https://www.bournemouth.co.uk/visitor-information/travel-information>**

# Car Parking

## Disabled Tax-Exempt Vehicle parking permit

Our Disabled Tax-Exempt Vehicle parking permit (DTEV) allows permit holders to park in most Bournemouth, Christchurch and Poole Council off-street pay and display car parks when open to the public without buying a pay and display ticket.

Applications are welcome for a Disabled Tax Exempt Vehicle Permit if your vehicle is registered as tax exempt on grounds of disability or if your vehicle would qualify for disability exemption as detailed on GOV.uk

The vehicle must be registered in the disabled person's name or their nominated driver's name. The permit must only be used for the disabled person's personal needs; it cannot be used by the nominated driver for their own personal use.

The permit gives exemption to pay and display charges in all BCP Council Pay and Display car parks

The permit does not give exemption to the charges if parking in a BCP Council Pay on Exit car park (e.g. multi-storey car park).

There is not a requirement for the permit to be used in conjunction with a valid disabled badge. However, if you are parking in a Disabled Parking Space a valid disabled badge must be displayed.

For further information including the cost and how to apply for a DTEV parking permit please visit BCP Council Website:  
[www.bcpCouncil.gov.uk/Parking/Apply-for-or-renew-parking-permits/DTEV-parking-permit/disabled-tax-exempt-vehicle-dtev-parking-permit.aspx](http://www.bcpCouncil.gov.uk/Parking/Apply-for-or-renew-parking-permits/DTEV-parking-permit/disabled-tax-exempt-vehicle-dtev-parking-permit.aspx)

Please allow enough time to apply for a permit before your visit.

If you want further information on the location of car parks, please take a look at the link below:

[www.bcpCouncil.gov.uk/Parking/Find-a-car-park/Find-a-car-park.aspx](http://www.bcpCouncil.gov.uk/Parking/Find-a-car-park/Find-a-car-park.aspx)

## **Disabled Parking on Bournemouth Roads**

Disabled bays on the road are clearly marked with the word 'Disabled'. You must display your disabled badge so the wheelchair symbol and expiry date can be seen through your windscreen.

You also need to set your time clock to the time you arrived if parking in a limited time disabled bay or on double yellow or single yellow restrictions.

For further information please visit BCP Council Website Parking section [www.bcpCouncil.gov.uk/Parking/Parking.aspx](http://www.bcpCouncil.gov.uk/Parking/Parking.aspx)

For further information about using your blue badge please visit [www.bcpCouncil.gov.uk/Parking/Blue-badges-for-disabled-parking/Blue-badges-for-disabled-parking.aspx](http://www.bcpCouncil.gov.uk/Parking/Blue-badges-for-disabled-parking/Blue-badges-for-disabled-parking.aspx)

### **Contact for further details:**

Parking Management & Enforcement Customer Services

Phone Main Customer Services: 01202 123100

Phone: Parking Services 01202 123911

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

# Public Conveniences

Visit [BCP Council Website](#) for opening times which vary seasonally.

Here is a selection of accessible toilets at popular beach locations with RADAR key access:

- **Alum Chine**, next to the children's playpark.
- **Chineside**, next to Durley Chine Beach Office, opposite the Harvester pub.
- **Durley Environmental Hub** at Durley Chine
- ***\*\*Bournemouth West\*\**** *between Happyland Amusements and West Beach restaurant. Being refurbished – due to reopen summer 2023.*
- **Bournemouth Pier**, on the east side of the building near the entrance to Bournemouth Pier.
- **Bournemouth East**, next to Harry Ramsden's Fish & Chip shop
- **The Prom Diner**, 200 metres west of Boscombe Pier.
- **Boscombe Overstrand**, next to Urban Reef restaurant (accessible showers also available).
- **Portman Ravine**, 400 metres east of Bournemouth Beach Lodges.
- **Fisherman's Walk**, 100m to the west of Fisherman's Walk Cliff Lift and zig zag.
- **Gordon's Steps**, 100m to the west of Gordon's zig zag.
- **Southbourne**, near Bistro on the Beach.

RADAR Keys can be purchased from the Royal Association for Disability and Rehabilitation (RADAR) and [Bournemouth Tourist Information Centre](#) at Pier Approach also sell RADAR keys for £5.

For more information on public toilets and their location can be found on The Great British Public Toilet Map. Website: [www.toiletmap.org.uk](http://www.toiletmap.org.uk)

Changing Places facilities are designed for people who need additional space, equipment, time and for people who cannot use standard accessible toilets and changing facilities. Further information on the facilities available in Dorset can be found on the [Changing Places UK website](#).

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

Email: [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. Downloadable audiobooks - Borrowbox
- Large print books (fiction and non-fiction); eBooks also now available.
- Public PCs with free internet (usage time up to 45 mins)
- Home Library Service
- 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 visit 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 a 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.

# Useful Contacts

## Health

**NHS Direct:** For urgent medical help, Phone: 111

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

For life-threatening emergencies – phone 999 for an ambulance

## Hospitals

**Royal Bournemouth Hospital (including A&E)**

Address: Castle Lane East, Bournemouth, BH7 7DW

Phone: 01202 303626

Website: <https://www.uhd.nhs.uk/hospitals-bournemouth>

**Poole Hospital (including A&E)**

Address: Longfleet Road, Poole BH15 2JB

Phone: 01202 665511

Website: <https://www.uhd.nhs.uk/hospitals-poole>

## CHEMISTS

To find your nearest pharmacy visit the website [NHS Find a Pharmacy](#)

## **EMERGENCY SERVICES**

### **Bournemouth Police Station**

Emergency dial **999**

Non-Emergency Number **101**

Address: Madeira Road, Bournemouth, BH1 1QQ

### **Bournemouth, Christchurch & Poole Council**

Customer Services Phone: 01202 123 123

Website: [www.bcpccouncil.gov.uk](http://www.bcpccouncil.gov.uk)

### **Access Dorset**

Website: [www.accessdorset.org.uk](http://www.accessdorset.org.uk)

### **Age UK**

**Age UK Advice Line (free of charge)**

Phone: 0800 678 1602

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

### **Bournemouth Deaf Club**

Website: [www.facebook.com/bournemouthdeafclub](https://www.facebook.com/bournemouthdeafclub)

### **Carers UK**

Phone: 020 7378 4999

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

### **The Chatterboxes (Disability Action Group)**

Phone: 07827 848479

Website: <https://www.ymcabournemouth.org.uk/youth/the-chatterboxes-disability-action-group/>

### **Citizens Advice Bureau**

Phone: BCP AdviceLine: 0800 144 8848

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

Website: [www.citizensadvicebcp.org.uk/](http://www.citizensadvicebcp.org.uk/)

### **Dental Helpline**

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

Website: [www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/](http://www.nhs.uk/nhs-services/dentists/how-to-find-an-nhs-dentist/)

### **DIAL UK - Disability Information and Advice Line**

Website: <https://www.dialuk.info/contact-us>

**Dorset Blind Association**

Phone: 01202 712865

Website: [www.dorsetblind.org.uk](http://www.dorsetblind.org.uk)

Email: [info@dorsetblind.org.uk](mailto:info@dorsetblind.org.uk)

**DOTS Disability Community Interest Company**

Phone: 01202 771334

Website: [www.dotsdisability.co.uk/](http://www.dotsdisability.co.uk/)