



Bournemouth Accessibility Information Guide 2021

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 Bournemouth Accessibility 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.

Last updated: 5 May 2021

We're Good To Go

You can also keep an eye out for the Visit England 'We're Good to Go' mark. This is an accredited industry standard mark for all businesses who are COVID-19 secure. Businesses will be displaying this to show that they have followed government procedures in their preparations to welcome us back.

Plan ahead, [Know Before You Go](#)

Coronavirus (COVID-19) Bournemouth– latest information and advice and updates are available from our Covid-19 Support page at www.bournemouth.co.uk/visitor-information/coronavirus or please call the Tourist Information Centre for further information.

Bournemouth Tourist Information Centre

Phone Number: 01202 123800

Email: tourism.information@bcpcouncil.gov.uk

Website: 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)

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 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.

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COVID 19: Please note information in this guide is subject to change and we advise you to check all details directly with the establishments and businesses before you travel.

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**. From 17 May, a reduced service will be running this summer with an express route from Bournemouth Pier (East) to Boscombe Pier.

Land Train opening hours

17 May 2021 – 31 October 2021. #~

Monday to Sunday: 10:00 – 17:00*

A reduced service will be running this summer from the following routes only:

- Bournemouth Pier (East) to Boscombe Pier
- Boscombe Pier to Bournemouth Pier (East)

*Trains will run daily subject to weather conditions.

COVID-19 measures: Keeping you safe. Our priority is making sure our Land Trains are a safe environment for both our customers and our staff. There are several new measures in place, for further information on our Land Train please click this [land train](#) link.

The Cliff Lifts

The West Cliff Lift is currently open for further information on our West Cliff Lift please click this [West Cliff Lift](#) link.

The Cliff lifts is currently open. Further information on our Fisherman's Walk Cliff Lift in Southbourne, please click this [Fisherman's Walk Cliff Lift](#) link.

Or contact the Tourist Information Centre on 01202 123800.

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, [contact our parking team](#) for more information and to apply.

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.

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.

Two beach accessible wheelchairs are available that can be used in the sea, one at Bournemouth and one at Boscombe beach. These are available on a first come, first served basis from Bournemouth and Boscombe beach offices 9:30am to 4:30pm, from May to September. You will have to pay a refundable £50 cash deposit. Please note there is no booking service for the wheelchairs.

Beach Huts

Along our promenade we have a number of beach huts available for hire so you can sit back, relax, and enjoy our award-winning coastline.

We have been working hard to find a way of giving customers the chance to enjoy a beach hut this summer whilst also meeting the additional government requirements for safe use of this popular service. As a result, we are introducing a 'fixed term booking offer' for summer 2021 that ensures the safety and wellbeing of our customers and staff. 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 (local rate) for details.

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 our [beaches page](#) on www.bournemouth.co.uk

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, 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](#) page on www.bournemouth.co.uk

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 123800** 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 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

Phone: 01202 556581

Website: www.miramar-bournemouth.com

Email: enquiries@miramar-bournemouth.com

Marsham Court Hotel

Phone: 01202 552111

Website: www.marshamcourthotel.co.uk

Email: reservations@marshamcourthotel.co.uk

The Norfolk Royale Hotel

Phone: 01202 551521

Website: www.thenorfolkhotel.co.uk/

Email: rooms@norfolkroyale-hotel-bournemouth.com

Holiday Inn Bournemouth

Phone: 01202 291266

Website: www.hibournemouth.co.uk

Email: reservations@hibournemouth.co.uk

Regency Court Holiday Apartments

Phone: 074058 14467 or 01202 911441

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

Bournemouth Beach Lodges

Phone: 01202 126127

Website: www.bournemouthbeachlodges.co.uk/

Email: hello@bournemouthbeachlodges.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 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.

Bournemouth International Centre

Address: Exeter Road, Bournemouth, BH2 5BH

Phone: 0300 500 0595

Website: www.bic.co.uk and www.bhlivetickets.co.uk

Email: bhlive.tickets@bhlive.org.uk

Pavilion Theatre

Address: Westover Road, Bournemouth, BH1 2BU

Phone: 0300 500 0595

Website: www.bournemouthpavilion.co.uk and www.bhlivetickets.co.uk

Email: bhlive.tickets@bhlive.org.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

Phone: 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. For COVID-19 information and updates, please follow the link: <https://www.oceanarium.co.uk/covid19-information-for-visitors>

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. 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.

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 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.

Pier Amusements

Address: Pier Approach, Bournemouth, BH2 5AA

Phone: 01202 126089

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 practice 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 & PierZip

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, PierZip, 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 128444

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 (approximately 300m away) 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 128484

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 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.

Smugglers Cove Adventure Golf

Address: Pier Approach, Bournemouth, BH2 5AA

Phone: 01202 126099

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 878300

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 carpark and from the Shopping Centre entrance on the ground floor.

Shopmobility

Shopmobility units in Bournemouth 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. Booking in advance is highly recommended. There is also a long loan scheme available.

Castlepoint Shopmobility and Long Loan Scheme

Phone: 01202 598295

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

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

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.

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.

For more information about this service, please telephone the Shopmobility Unit on 01202 598295.

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: 0300 456 1914

Website: www.redcross.org.uk

G E Bridge and Co Ltd

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

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

Phone: 01202 204802

Email: 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: addl@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

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/

Local Travel

Yellow Buses

Phone: 01202 636110

Email: wecanhelp@yellowbuses.co.uk

Website: 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

Website: 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

Email: enquiries@prcstreamline.com

United Taxis

Phone: 01202 556677

Website: www.556677.com

Email: 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

A 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.bournemouth.gov.uk/Parking/DisabledParking/disabled-parking-in-bournemouth-car-parks.aspx

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

<https://www.bournemouth.gov.uk/Parking/FindaCarPark/CarParks/CarParks.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.

In the Town Centre, you cannot park for more than three hours between 8 am and 6 pm

For further information please visit BCP Council Website Parking section www.bournemouth.gov.uk/Parking/DisabledParking/Disabled-Parking-on-Bournemouth-Roads.aspx

For further information about using your blue badge please visit <https://www.bournemouth.gov.uk/Parking/DisabledParking/using-your-blue-badge.aspx>

Contact for further details:

Parking Management & Enforcement Customer Services
Phone Main Customer Services: 01202 123100
Phone: Parking Services 01202 123911
Website: www.bournemouth.gov.uk/parking

Public Conveniences

Updates:

Please visit [BCP Council Website](#) for an up-to-date list of toilets open.

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

Beaches and Foreshore Locations:

- **Alum Chine**, next to the children's playpark.
- **Chineside**, next to Durley Chine Beach Office, opposite the Harvester pub.
- **Bournemouth West**, between Happyland Amusements and West Beach restaurant.
- **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

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

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. 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.

Bournemouth Tourist Information Centre

Address: Pier Approach, Bournemouth, BH2 5AA Phone: 01202 123800

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: 09:30 – 18:00	Open Daily: 09:30 – 17:00	Open Daily: 09:30 – 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, 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:

- Tourist Information Centre located on Pier Approach at Bournemouth Seafront
- Free entry
- Nearest car park (including Blue Badge parking) is in Bath Road (approximately 30 yards)
- Automatic doors and level flooring

Poole Tourist Information Centre

Address: Poole Museum, 4 High Street, Poole, BH15

1BW Phone: 01202 128888

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 (£3.75)
- Assistance dogs welcome. Water bowl provided on request.

Visiting and parking:

- Tourist Information Centre located within Poole Museum
- Free entry
- Automatic doors and level flooring
- Nearest car park (including Blue Badge parking) is in Quay Visitors Car Park (Two-minute walk)
- Six disabled parking spaces on the Quay

Useful Contacts

Health

NHS Direct: For urgent medical help, Phone: 111

Website: 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 [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.bcpCouncil.gov.uk

Access Dorset

Website: www.accessdorset.org.uk

Age UK

Age UK Advice Line (free of charge)

Phone: 0800 678 1602

Website: www.ageuk.org.uk

Bournemouth Deaf Club

Website: www.facebook.com/bournemouthdeafclub

Carers UK

Phone: 020 7378 4999

Website: 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/

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/

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

Email: info@dorsetblind.org.uk

DOTS Disability Community Interest Company

Phone: 01202 771334

Website: www.dotsdisability.co.uk/