

# Accessibility Guide for Auckland Tower

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### Welcome

Your visit to The Auckland Project begins at Auckland Tower, where you can find all the information you need to explore all our venues as well as other local visitor attractions. Here at Auckland Tower you can purchase tickets for our various offers and receive location information. The Auckland Tower boasts is a 29 metre high tower with a viewing platform 15 metres high offering unsurpassed views across the Deer Park, the Market Place, and the rural landscape beyond. You can visit the building free of charge, on the first floor there is an exhibition space showcasing the history of Auckland Castle and The Prince Bishops of Durham.

## At a Glance

### Level Access

* There is level access from the main entrance to:
  + Ground Floor
  + First Floor
  + Tower Viewing Platform
  + Ticket / Information Desk
  + Public Toilet - Ground Floor
* We have a viewing area for wheelchair users.

### Hearing

* We have a hearing loop in Welcome/Ticketing Desk on the ground floor.

### General

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

## Getting here

Market Place  
Bishop Auckland  
DL17 7NP

#### Travel by public transport

* You can get to Auckland Tower by bus and train.
* There are two bus stops available. The nearest bus stop is located opposite Spanish Gallery in the Market place and is approximately 95m walk distance. The second bus stop is located on North Bondgate adjacent to the Town Hall and is approximately 120m walking distance. The bus stop is 0.1 miles / 0.2 km from Auckland Tower.
* The nearest train station is Bishop Auckland Train Station. The train station is 1 miles / 1.6 km from Auckland Tower.
* If travelling by bus you should alight at Bishop Auckland Market Place  
  The following bus services, service both stops:  
  Arriva route 6 runs between Durham Barnard Castle via Cockfield, stopping approximately every 30 mins.  
  Arriva route 18 runs between Durham Barnard Castle via Cockfield, stopping approximately every 30 mins.  
  Arriva route 56/56A runs between Durham and Bishop Auckland, stopping approximately every 30 mins.  
  Please check bus routes direct with transport providers. There are additional services that service Bishop Auckland bus station which is located near the Newgate Shopping Centre.

#### Travel by taxi

* You can get a taxi with S & S Travel by calling 01388 615531. The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with AABAT Taxis by calling 01388 607607. The taxi company has a wheelchair accessible vehicle.
* You can get a taxi with Atlas Taxis by calling 01388 450717. The taxi company has a wheelchair accessible vehicle.
* We have no affiliation with the suggested taxi services and the information provided is based on current available data at the time of writing this guide. Any suggestions for alternative please inform the accessibility point of contact.

#### Parking

* There is parking near the venue. There are accessible parking spaces. Parking is not free.
* There is a drop-off point at the main entrance. The drop-off point has a dropped kerb.
* From the car park to the entrance, there is level access. Blue badge parking bays are available in the market place directly opposite Spanish Gallery. This is also the drop off area. Additional parking including blue badge spaces is available on North Bondgate which is approximately 0.3 miles / 483 meters from Auckland Tower

## Arrival

#### Path to main entrance

* From the street to the main entrance, there is level access.

#### Main entrance

* The main entrance has level access.
* The door is 1300mm wide.
* The door has a push button to open it.

## Getting around inside

#### Lift

* We have 1 lift.
* You can get a lift to all floors.

#### Lift to all floors

* The lift door is 900mm wide.
* The lift is 1450mm wide. The lift is 1520mm deep.
* The lift says the floor number at each floor.
* The lift buttons have raised numbers or letters.
* The lift shows the floor number, at each floor.

#### Ticket/ information desk

#### Ticket / Information Desk

* From the main entrance to the desk, there is level access. The desk has a low section.

#### Things to See and Do

* We have a complimentary ticket policy for personal assistants.

#### Ground Floor

* From the main entrance to this area, there is level access. Some display information is low, for wheelchair users. There are seats.
* There is a hearing loop.

#### First Floor

* From the main entrance to this area, there is level access. There is a lift.
* From the lift to this area, the route is 1000mm wide, or more. Some display information is low, for wheelchair users. There are seats.
* The first floor is a large open plan space containing interpretation panels and display objects. It has a beautiful, highly decorated, vaulted ceiling. There are some seats available on this floor, and two doors from this space, including one which has push button access, leading to the external stair case to the viewing platform and lift entrance.

#### Tower Viewing Platform

* From the main entrance to this area, there is level access. There is a lift.
* From the lift to this area, the route is 1000mm wide, or more.
* The Viewing Platform is 15 metres high and can be accessed via the lift or via the external stair case. The floor of the platform is constructed of metal grid work. The platform wraps around three sides of the tower with the stair case on the fourth side. The platform is surround by an 1100mm high handrail.

#### Spectator/ Audience viewing areas

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

#### Public toilet

#### Public Toilet - Ground Floor

* There is a public toilet for disabled visitors.
* From the main entrance to the public toilet, there is level access. The route is 1000mm wide, or more.
* The toilet door is 880mm wide.
* The direction of transfer onto the toilet is to the left.
* There is 1200mm at the side of the toilet. There is 1100mm in front of the toilet. The toilet seat is 500mm high. The toilets have handrails.

## Customer care support

#### Accessibility equipment

* We provide wheelchairs. Wheelchairs are free.
* We have a hearing loop in Welcome/Ticketing Desk on the ground floor.

#### Emergency evacuation procedures

* We have emergency evacuation procedures for disabled visitors.
* • Our lift must not be used during an emergency evacuation.  
  • We have two evacuation chairs to assist visitors who are unable to use the stairs during an emergency evacuation. In order to provide assisted evacuation a visitor must consent to staff assisting them to move if required from a wheel chair to the evacuation chair. Please do not be offended if a staff member asks you if you would consent to evacuation by evacuation chair in an emergency.

#### Customer care support

* All staff have disability awareness training.
* The written content on the Interpretation panels displayed on the first floor and the information board on the viewing platform use a font no smaller than 18 point. Some of the information is at a low level. Large prints guides are available on request.  
  • The exterior of the building is decorated with large panels that are inscribed with written information. Although large in size the inscription is the same colour as the panel itself, large print booklets containing this information is also available on request.  
  • Hand held illuminated magnifiers are available on request at the front desk.

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