

Accessibility Guide for Norfolk Snowsports Club

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www.norfolksnowsports.com



Contact for Accessibility Enquiries: Reception



Welcome!

Learning to ski here, on the outskirts of Norwich, could take you from a complete beginner to a racer, free-styler, or even an instructor in less time than you may think!

Our qualified instructors will help you along the way, from getting used to your equipment to advising on different techniques to help you improve.

Adaptive sessions take place fortnightly on Sundays between 2pm and 5pm (unless we have an event at the club), with an experienced team of qualified instructors and enthusiastic helpers. We have a wide range of adapted equipment for particular needs and we strive to make skiing fun and safe for all our customers.

At a Glance

Level Access


 There is level access (some areas via lift) to:

- Reception
- Bar
- Disabled Toilet
- Ivan Palfrey Room

Visual

-  Glass doors have contrast markings





General

-  We have a reduced membership rate for adaptive participants
-  There is a public toilet for disabled visitors






Getting Here

Whitlingham Lane
Trowse
Norwich
Norfolk
NR14 8TW

Travel by Public Transport



-  You can get to Norfolk Snowsports Club by bus
-  May Gurney Depot, The Street, Trowse. The bus stop is 0.5 miles / 0.8 km from Norfolk Snowsports Club
-  A short walk along Whittingham Lane brings you to Norfolk Snowsports Club
-  You can get a taxi with A2B Taxis by calling 01603 552324. The taxi company has a wheelchair accessible vehicle

Parking



-  We have a car park with 2 designated disabled parking spaces
-  The parking is just a few metres from the main entrance
-  Parking is free
-  From the car park to the entrance, there is level access across gravel - the route is 1470mm wide, or more
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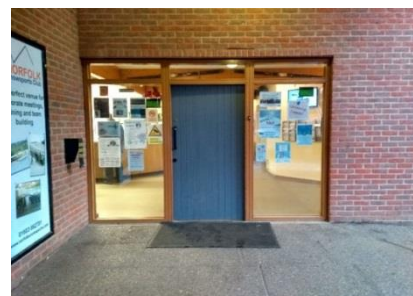
Arrival


Path to Main Entrance

-  From the street to the main entrance, there is level access across gravel
-  The path is 3400mm wide, or more

Main Entrance

-  The main entrance has level access
-  The main door is side hung and manual



 The door is 1000mm wide

Lift Entrance

The disability lift is accessed through the door nearest the disabled parking, sign posted Ivan Palfrey Suite:




Getting Around Inside


Visual Impairment - General Information

 We have contrast markings on all glass doors

Disability Lift


 The lift is a platform lift


The lift is 740mm wide. The lift is 720mm deep

 Lift takes you to the 1st floor including Ivan Palfrey room and disabled toilet


Ticket / Information Desk


Reception


 The door is 1000mm wide

 Reception desk is located directly inside main entrance








Bar

 The bar can be accessed from the disability lift

 From the lift to the bar, the route is 780mm mm wide, or more







 The door is 780mm wide

Accessible Toilet with Wheelchair Access

-  There is a public toilet for disabled visitors
-  From the lower floor to the public toilet, there is a platform lift if required
-  From the lift to the public toilet, the route is 920mm wide, or more
-  The toilet door is 920mm wide
-  There is 1370mm in front of the toilet
-  The toilet seat is 480mm high
-  The toilet has handrails









Accessible Toilets - Male

-  There is a public toilet for disabled visitors
-  This is located on the lower floor close to the main entrance
-  The entrance is a double door, both being 780mm wide
-  There is 1150mm in front of the toilet
-  The toilet seat is 870mm high
-  The toilet has handrails





Accessible Toilets - Female

-  There is a public toilet for disabled visitors
-  This is located on the lower floor close to the main entrance
-  The entrance is a double door, both being 780mm wide
-  There is 1200mm in front of the toilet
-  The toilet seat is 850mm high
-  The toilet has handrails






Ivan Palfrey Room

-  From the lower level to this area there is a disabled lift if required
-  The door is 1500mm wide




Customer Care Support




Accessibility Equipment

-  We provide wheelchairs on site – these are free to use whilst at the club
-  Hoist available
-  Mobility equipment can be hired locally from <http://www.mobilityequipmenthiredirect.com/mobility-equipment-hire/c5300-mobility-scooter-hire-in-norwich-england/> or by calling 0800 994 9000

Emergency Evacuation Procedures

-  We have emergency evacuation procedures for disabled visitors

Services

-  Some staff have disability awareness training
-  We have other services for people with accessibility requirements
-  Adaptive skiing and tubing is available every 2nd Sunday unless we have events (pre booking required)