



TOURIST INFORMATION CENTRE (TIC)

ACCESS STATEMENT

Here on the Isles of Scilly, we are committed to helping everyone have a great time on the islands and to help in any way we can.

If you have any questions or comments regarding the following information, please do not hesitate to get in touch. We welcome feedback. Tel: 01720 620600 or Email: info@visitislesofscilly.com

FACILITIES	ACCESSIBILITY COMMENTS
Access to the TIC	There are two entrances to the TIC, one at the side with steps, and the other, access-friendly option which is “beach side” on the Porthcressa promenade. This is wheelchair and pushchair friendly, accessed from the road and beach via a gentle slope. There is an automated door assist.
Access within the TIC	Within the TIC there is wide access for wheelchairs. There are many racks and retail displays accessible from a seated position and staff are on hand to reach any higher items. The centre of the information desk has space underneath for wheelchair access.
Disabled Toilets & Shower	There is a disabled toilet and shower facility within the building, directly below the TIC at street level. The toilet is RADAR key operated; one of which is available within the TIC. The shower cubicle is also wheelchair accessible and has a low shower head, and bench.
Sand chair	There is a sand chair available for hire from St. Mary’s Bike Hire. Tel: 07552 994709
Hearing Impaired customers	We do not have a hearing induction loop, but service dogs are welcome inside the TIC. Our staff are here to help and will do everything possible to ensure your needs are met.
Visually impaired customers	The public toilets below the TIC are written in braille under the signs. Our signs are not written in braille, but our staff are very happy to assist visitors with visual impairments. A magnifying glass is also available and service dogs are very welcome in the TIC.
Porthcressa Bank	The beach at Porthcressa, where the TIC is located, has a promenade that runs the length of the beach which is very accessible by wheelchair and pushchair.
Tours	There are two taxi companies with large people carriers that can carry folded wheelchairs in their back. DJ Cabs has a wheelchair ramp. Toots taxi is fully accessible for wheelchairs.

Other information	All dogs are welcome in the TIC. The TIC operates a no-smoking policy. There is no background music in the TIC. In case of an emergency, TIC staff will ensure visitors are moved to an area of safety. There is a defib on the exterior of the TIC building.
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Contact information:

Isles of Scilly Tourist Information Centre

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This access statement, produced by the Islands' Tourism and Business Partnership Ltd, aims to accurately describe the facilities and services for all our visitors. It does not contain personal opinions to the islands; suitability for those with access needs.

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