

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for Coronation Street The Tour

Introduction

Situated in Manchester city centre at the world famous Quay Street set the tour provides over fifty years of facts and stories based on everyone's favourite soap drama.

The tour offers an experience like no other. A tour guide will lead you around some of the soap's most famous sets before you are left to your own free will to wander the cobbles of Coronation Street itself.

Please allow 1.5 - 2 hours for your tour and free time on the street. Our tour guides are here to help as much as possible and will either be with you or close by to assist.

There is a gift shop and a café with easy access to both for you to enjoy.

If you have any queries or require any assistance please phone Ticketmaster on 0844 277 0700, Minicom 0844 847 2399 or email **corrietour@continuumattractions.com**

You can also book a BSL signed tour for specific tours at regular intervals through the year. Please contact Ticketmaster on the above number for details, or visit <http://www.ticketmaster.co.uk/CoronationStreet> for the dates and times.

Pre-Arrival

- For details and maps of how to reach us please see the 'Where are we?' page on our website www.coronationstreettour.co.uk. Alternatively, you can plan your journey by car or public transport simply enter your postcode and ours, which is M3 4FD to get directions.

- The nearest railway station is Manchester Victoria which is about 1 mile away (a 15-20 min walk). Taxis are available at the station. If you require an accessible taxi you can book this in advance, see contact information for details.
- The nearest bus stop is around the corner from our main entrance on Lower Byrom Street and this serves the Metroshuttle free bus service every 10 mins. The Metroshuttle is a free bus service that serves the city centre of Manchester. This stop serves the number 2 and 3. Visit <http://www.tfgm.com/buses/pages/metroshuttle.aspx> for further details. The walk between the bus stop and the Coronation Street Tour main entrance is level and paved and takes approximately 1-2 mins.

Car Parking and Arrival

- We have NO designated parking at Coronation Street The Tour. Spinningfields NCP is the nearest car park and is a 5 min walk away, the walk from the car park to the entrance is level and paved. The postcode for directions is M3 3BE.
- Spinningfields car park is an NCP well lit car park with 680 spaces and cards are accepted at the ticket machine and you can also pre-book online. There are 35 disabled bays at this car park.
- Guests can be dropped off outside the main entrance with no raised or lowered areas.
- There is a 15m walk on either a cobbled or paved surface from the main gate to the attraction entrance.



Attraction Entrance

Main Entrance, Reception and Ticketing Area

- At the attraction entrance there is easy access through the barriers with no doors or steps to go through (this is an outside entrance).
- Should you need to go to the box office window to collect or purchase tickets the counter is 50in/127mm from the ground. Staff can come out of the box office to greet you should you need them to. We have a comp ticket policy for carers.



Box Office Window

- As the attraction entrance is outside this area has natural light and is well lit during night hours.
- Unfortunately we are unable to provide wheelchairs for our visitors. Visitors who wish to hire wheelchairs can find further details can be found at <http://www.shopmobilitymanchester.org.uk/>
- From the attraction entrance to the tour entrance there is a slight incline on a paved surface.



Outside Tour Entrance

- Outside the tour entrance there is benches and an accessible toilet.

Attraction (displays, exhibits, rides etc.)

- A tour guide will escort the group around the studio building giving information and stories on the sets and props.
- A hard copy of the script is available - please ask your tour guide if you would like a copy.
- In some areas we also have interpretation boards giving information about that location. The max height for these boards is 76in/193mm. We do not offer braille boards but our tour guides will assist and answer any questions you may have. We also have low volume T.V's located around the sets displaying scenes from that set.
- During the tour you will watch a short video about 5 mins in length located in a darkened room where seating is available. Due to the speed of the video it is not subtitled.



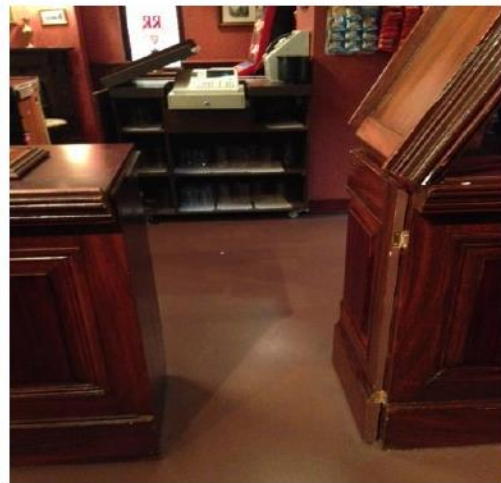
Video Room

- In the stage area where the interior sets are located there is some wiring and rigging obstacles should you separate from your group. We ask everybody to stay with their group and with their guide.

- The narrowest set doorway you will pass through is 30in/77mm. To go behind the bar inside the Rovers the bar hatch gap is only 23in/59mm. For the Rovers photo wheelchairs users can be positioned in front of the bar.



Entrance to Underworld



Bar Hatch

- Throughout the attraction the flooring is either laminated, carpeted or concrete. The lighting is fluorescent strip lights or studio lighting. Some areas have dimmed lighting and the cinema room is darkened. There is easy access between the sets and corridors and our guides can assist you where necessary.
- One doorway has a small ramp so that wheelchairs can pass through comfortably.



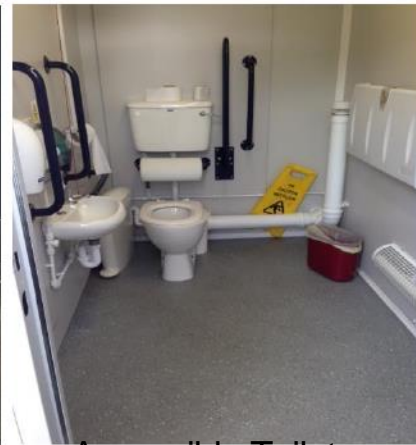
Small Ramp to Production Gallery

Public Toilets

- Public toilets are located in front of the tour entrance or inside the café building.
- The unisex accessible toilet is located in front of the tour entrance. It has a ramp or 2 steps to gain access and does not need a key.



General Toilets



Accessible Toilet

- The width of the door for the accessible toilet is 40in/102mm and the height from the floor to the seat of the toilet is 18in/46mm.
- There are vertical rails either side of both the basin and toilet.
- There is a horizontal rail on the side wall adjacent to the toilet.
- An emergency alarm pull cord.
- The toilets are well lit with fluorescent tube overhead lighting.
- The flooring is non-slip laminate.
- There are lever taps on the sinks.

Catering

- The café is situated between the attraction and tour entrance. It has a wooden level access to the double door entrance.



Café Entrance



Café Counters

- Tables in the café are well spaced apart, with a height of 28in/71mm. Chairs do not have arms.
- Lighting is a combination of natural light or fluorescent strip lights.
- The flooring in the cafe is either carpeted or concrete with a wooden non-slip area outside.
- The outside area also has tables and chairs.
- There is easy access for wheelchairs past the counters and the till counter has a height of 36in/92mm.
- The cafe is self-service and we offer a selection of sandwiches and cakes. We also cater for vegetarians. If you have any allergies please speak to a member of the cafe staff.
- The nearest accessible toilet is located outside in front of the tour entrance.

Shop(s)

- There is a shop with a range of souvenirs which can be accessed at the end of Coronation Street inside the medical centre.

- There is a ramp leading up from the street or 4 steps to gain access through the entrance to the shop. The entrance is also the exit. The door width for the shop is 41in/104mm.



Ramp to Shop



Shop Doorway

- There is easy access around the shop and the displays are at a max height of 57in/145mm.
- Display prices are not in braille but staff are there to assist should you need it.
- The counter to purchase items is 35in/89mm.
- No background music is played in the shop.



Shop Display



Till Counter

Grounds and Gardens

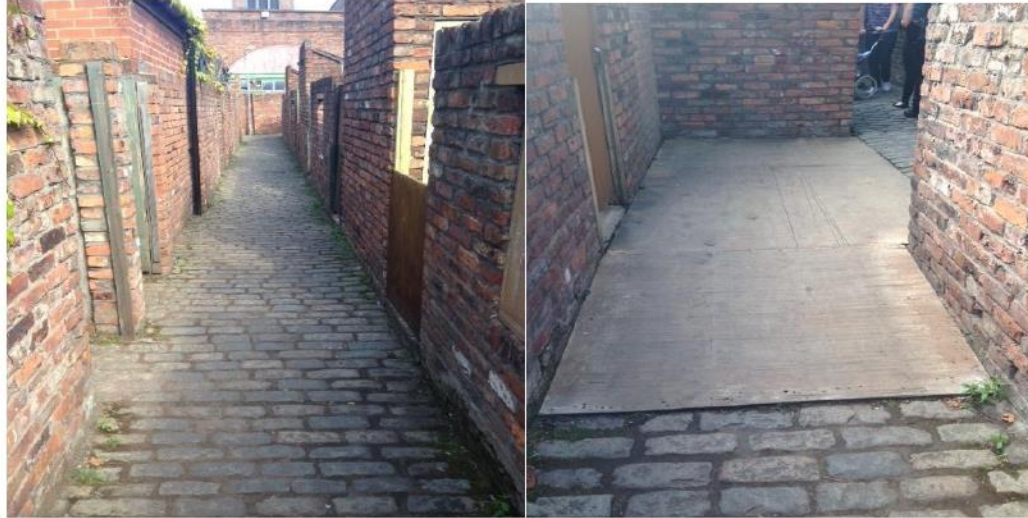
- The cobbles do make it difficult for wheelchairs however should you choose to we have a more level paved area to access the pavement on one side of the street. This is where the post box is located and the gap between the post box and corner of Dev's shop is 28in/71mm.



Coronation Street

Gap between postbox and shop

- Care also needs to be taken when walking on the cobbles.
- The pavements on either side of the street have a width of 51in/129mm. On the Kabin side of the street there is a break in the paved walkway where the only way across is over the cobbles.
- The ginnel is also cobbled and not recommended for wheelchairs however a wooden ramp is in place at one point so that wheelchairs can move up and down the step easier.



The Ginnel

Ramp in Ginnel

- Rosamund Street and Victoria Court are both tarmac and cobbles but the cobbles here are more wheelchair friendly.
- The Platts back garden is also open to view. The width of the access point is 28in/71mm.
- Exiting the street is via a paved slope downwards between the bistro and Dev's shop. This has a cobbled middle section.



Exit Slope

Additional Information

- All our staff receive regular training that includes disability awareness training.
- We have a set of evacuation procedures - should you require it a staff member will assist you with the evacuation.
- A first aider will always be available if needed.

Contact Information

Address (Inc postcode): Coronation Street The Tour Atherton Street
Manchester M3 4FD

Telephone: 0844 277 0700

Email: corrietour@continuumattractions.com

Website: www.coronationstreettour.co.uk

Hours Of Operation: Open 10am - 6pm Mon-Fri/9am-9pm
Saturdays and 9am to 7pm Sundays
and bank holidays.

Extended hours during school holidays
will vary, check
www.ticketmaster.co.uk/coronationstreet
for tour availability.

Local Accessible Taxi: Streetcars 0161 228 7878

Local Public Transport: Transport for Manchester www.tfgm.co.uk