

Access Statement

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.

1. Welcome

The live, working TV set of the popular ITV serial drama Coronation Street opens its gates to allow guests to experience a fully guided tour of the fictional street.

The tour is a guided walking tour of the Coronation Street external sets with the experience lasting approx. 80 mins. Guests will walk past many familiar places such as The Rovers Return, Roy's Rolls café, and Audrey's Salon, down the famous cobbled Coronation Street itself, and along Rosamund Street and the newly extended Victoria Street.

The tour begins and ends at The Studios from dock10 MediaCityUK in the main piazza, where there is a retail offer with a small range of branded merchandise that guests will be able to purchase as souvenirs before they head over a bridge to the ITV Coronation Street set. There is also a small catering offer (not run by us) to purchase food and drink before or after the tour. Please note, no food and drink is allowed on the tour itself except for bottled water.

Printed scripts are available on request for guests with hearing difficulties and there are numerous car parks at MediaCityUK with lifts and wheelchair access.

As it is a working television, set Coronation Street The Tour is only available on selected Saturdays and Sundays, from May to Mid-November.

Tickets are limited and we expect demand for tickets to be very high so guests are advised to book their tickets as early as possible. Tickets can be booked as part of a package tour with a coach operator or through our website following the procedures below.

We strive to do everything we can to meet our guests' specific needs and are always seeking to improve the guest experience. Please read on for more information on facilities, carer tickets, wheelchair access, assistance dogs and printed scripts. If there are any questions we don't answer, please don't hesitate to contact us so that we can make sure your needs and expectations are met.

2. Getting here

The Coronation Street welcome desk is located at The Studios from dock10 in MediaCityUK in the main piazza.

2.1 Arriving at Coronation Street The Tour

Please present your booking confirmation to the Guest Services team member who will check you in ready for your tour.

2.2 Booking with a coach operator

We work with a number of UK coach companies who organise visits as part of a package break. Bookings and any questions about specific tour packages should be directed to the coach company.

2.3 Car parking

There are numerous car parks in the vicinity of MediaCityUK and can be found here:

<http://www.mediacityuk.co.uk/visit-us/getting-here/>

3. The Tour

3.1. General Information

As it is a working TV set there are many aspects of the tour that we are unable to alter, the tour is also a timed walking tour and we advise guests of the following considerations:

- This is an active walking tour; guests are advised that they should be physically capable and prepared to walk around a street setting for up to 80 minutes
- There is very limited seating available at locations around the set however due to the nature of the tour all guests should ensure that they are physically able to keep up with the tour group.
- Due to the nature of the tour there are raised pavements and cobbled streets. Care should be taken when walking on the different surfaces.



- The tour is exclusively outside and guests should wear appropriate clothing for the weather condition (i.e. waterproof jacket, an umbrella, sun-hat, etc.) Sensible, closed footwear is strongly recommended due to the uneven terrain.
- As the attraction is outside all lighting is from natural light sources and the hours of operation reflect this.
- Guests are advised to stay hydrated during the tour; there is a catering offer at The Studios from dock10 (not run by us) at the start of the tour, which sells bottles of water.

3.2. Carers tickets

One free carer ticket can be booked for each paying disabled visitor, these can be booked along with the rest of your tickets by calling our reservations team 01904 261 262.

Carers must provide assistance to the guest and proof of entitlement will be required.

We accept the following:

- Letter/notice of entitlement of Disability Living Allowance
- Letter from your doctor
- Blue parking badge
- Metro Disabled Pass, London Councils Disabled Persons Freedom Pass

If you have any questions regarding proof of entitlement, please contact our Reservations team before you visit.

3.3. Hearing impaired guests

A printed script is available for guests with hearing difficulties, please ask your tour guide for a copy at the start of your tour.

3.4. Visually impaired guests

Visually impaired guests are invited to listen to the auditory parts of the guided tour but due to the nature of the working set, there are no props or costumes available to handle.

3.5. Wheelchairs and mobility vehicles

Any guests who use a wheelchair must be capable of travelling throughout the length of the tour, on an uneven terrain. Manual wheelchair users are likely to need to bring a personal assistant with them.

Self-propelled wheelchair users even with assistance are likely to struggle on some of the floor surfaces and as a result may experience difficulty on some areas of the tour.

Guests who use an electric wheelchair or mobility scooter would need to be capable of passing through a standard door openings. Guests must ensure they have sufficient power for the duration of the tour.

Assistance in manoeuvring the guest using a wheelchair cannot be provided by the tour staff.

3.6. Assistance dogs

We welcome all registered guide dogs, hearing dogs and medical alert dogs. Guests wishing to visit Coronation Street The Tour with their assistance dog should follow the booking procedure detailed in 3.2.

Please ensure you have formal identification for the dog with you when you visit, such as a jacket or relevant documentation. If your dog requires a water bowl, please ask a member of staff who will be happy to provide one at the beginning and end of the tour.

We don't allow other dogs or pets to enter the attraction and they cannot be left in vehicles for safety reasons.

4. Facilities

Public toilet units, including accessible toilets are located at the drop off/pick up point at the start and end of the tour. These are the only toilets available at the tour and are on the ground floor within the The Studios from dock10 building.

Once on the tour, guests will need to return to the start of the tour to use the toilets. In order to do this, they will need to alert their tour guide and are likely to miss sections of the guided tour.

5. Catering

Both at the beginning and the end of the tour, guests will have the opportunity to purchase hot and cold drinks, and cold snacks from the café in The Studios from dock10. This facility is not operated by Coronation Street The Tour and as such we cannot accept responsibility for the availability of the catering facility. There is limited seating available and due to the timing of the tours guests are likely to need to take refreshments with them on the onward journey. Please note no food or drink can be taken on the tour itself, with the exception of bottled water.

There will also be a range of branded merchandise for guests to purchase as a souvenir of their visit.

6. Additional information

6.1. Staff training

All staff receive regular training that included disability awareness training.

6.2 Evacuation

In the event of an emergency we have a set of evacuation procedures, should you require it a staff member will assist you with the evacuation.

6.3 First aid

A first aider will always be available if needed.

6.4 Medical facilities

Available at: Salford Royal - Stott Lane, Salford M6 8HD

6.5 Large print

A large print version of this access statement is available by calling 01904 261 262 or emailing bookings@continuumattractions.com



7. Guest feedback

We continually strive to deliver an exceptional guest experience to create memories that last. Guest feedback is important to help us achieve this.

All guests are encouraged to review their tour, below are the various ways in which to leave a comment:

- Facebook: <https://facebook.com/CoronationStreetTheTour>
- TripAdvisor: Coronation Street The Tour
- Email: bookings@continuumattractions.com

We may also email surveys periodically to guests following their visit.

8. Contact details

For any queries or comments, please contact our reservations department by email, phone or letter at

Email: info@coronationstreettour.co.uk **Phone:** 0161 414 0781

Office address: Continuum Attractions, St Edmund's House, Margaret Street, York, YO10 4UX.