

# Accessibility Guide for Salisbury Cathedral

We hope you would like to come and experience Salisbury Cathedral. This beautiful place exists for the love of God, and there is so much to see and do here. We very much look forward to welcoming you!

The team at Salisbury Cathedral is committed to breaking down the barriers to participation by ensuring that regardless of background and circumstances, people are welcomed as visitors and will have access to our regular programme of services, art, music, and events.

## **Access Information:**

- The main entrance from The Close into the Cloisters has level access.
- All sightseeing areas are fully accessible.

## **There is level access from the main entrance to:**

- The Cathedral Nave
- The Cloisters
- The Chapter House

## **There are fixed ramps to:**

- The North and South Choir Aisles.
- The Quire
- The Presbytery
- Access the shop from the Consistory Court and The Refectory/shop from The Cloisters.
- To the stonemasonry drawing room office (Part of Stonemasonry Works yard Tour)

## **Restricted Access:**

Due to the age and nature of the building there are areas that are not accessible to those with physical disabilities.

- The Audley Chapel has 3 steps to access.
- The West window
- Specialist tour: Tower Tour
- Specialist Tour: Library Tour

## **Hearing:**

- We have a hearing loop, compatible with hearing aids, always switched on and available.
- Some staff have disability awareness training.

## **Visual:**

- We have a large print visitor leaflet and map available on request. (In English)
- Tactile 3D model and floor plan to assist the visually impaired.
- Touch tours can be offered on request.

## **Dogs:**

- ESA dogs are always welcome.
- Salisbury Cathedral is dog friendly. Well-behaved dogs are welcome but must be kept on leads.
- Dogs are not permitted on specialist tours.
- Dog bowls with water are available in The Cloisters.

## **Toilets:**

- There are 2 designated disability toilets off The Cloisters, one of which has baby changing facilities.

## **Extra Provisions available:**

- An essential carer companion ticket is available to those with a registered disability.
- The Cathedral has 3 wheelchairs available for public use on a first come first serve basis.
- Some staff have disability awareness training.
- Our Welcome desk staff have completed: 'Equality Diversion inclusion awareness' and 'Awareness of Learning Disability, Dementia & Mental Illness'.

## **Parking:**

- Designated disability parking spaces are available in The Close, for blue badge holders. Disability spaces on the west wall are a limited distance to the cathedral entrance.
- Parking is charged £10.00 for the day.
- The nearest Council run car parks are Lush House Car Park: SP2 7TD and Old George Mall car park: SP1 2PH.
- Salisbury shop mobility offer disability parking, wheelchairs to hire and meet and greet service: [salisburycitycouncil.gov.uk](http://salisburycitycouncil.gov.uk)

Shopmobility: 3B Priory Square, Salisbury SP2 7TL: 01722 328068

## **General:**

Extra provision can be made for those with disabilities on request. Contact: [groups@salcath.co.uk](mailto:groups@salcath.co.uk) or call 01722 555120

## **Getting here**

Salisbury Cathedral

The Close

Salisbury

Wiltshire

SP1 2EF

**If you are using a Sat Nav or GPS, Salisbury Cathedral's postcode is SP1 2EJ**

## **Travel by public transport:**

- You can get to Salisbury Cathedral by bus and train.
- Salisbury Cathedral is situated in the centre of the picturesque and historic city of Salisbury which is surrounded by the beautiful Wiltshire countryside. The city has excellent road, rail, bus and coach links to London, Stonehenge the nearest bus stop is 5 minutes' walk away. Salisbury has regular bus services from Southampton, Bournemouth, Ringwood, Swindon, Marlborough, Andover and Amesbury as well as coach services from Bath, Oxford, Brighton, Bristol and Cambridge. The Stonehenge Tour (operated by Salisbury Reds) joins the sites of Stonehenge, Old Sarum and Salisbury Cathedral in one trip. Regional travel is serviced by More Bus - for national travel contact National Express Coaches. The bus stop is 0.40 miles / 8.1 km from Salisbury Cathedral.
- The nearest train station is Salisbury Train Station. The train station is 1.2 miles / 1.9 km from Salisbury Cathedral.
- There are two main rail routes that intersect at Salisbury so getting here by train from London, Bath and the West Country is easy. The Cathedral is less than a 10-minute level walk from the station.

Southwest Trains operate direct trains from London Waterloo to Salisbury (journey time 90 minutes).

First Great Western run routes from Cardiff, Bristol, Bath, Portsmouth and Southampton.

For train timetables visit the National Rail website.

## **Wheelchair accessible city cabs are available from:**

- All the Seven taxis: 01722 777777
- Online City Cabs: 01722 509090
- Value Cars: 01722 505050.

## **Parking:**

- We have a car park. There are accessible parking spaces. Parking is not free.
- There are 9 designated parking spaces within the Cathedral Close for Disabled Blue Badge Holders at a cost of £10 per day. Our Traffic Team will direct drivers on arrival to suitable parking. Our main designated disabled parking spaces are some 100 metres away from the main entrance along a flat tarmacked path. From the car park to the entrance, there is level access.

## The Cathedral Close:

The whole of the Cathedral Close is level ground and has paved walkways leading around and through it.

There are numerous quiet seating areas within the Cathedral Close, with benches situated on the lawns around the Cathedral.



Showing the pathway from the disabled parking to the main entrance



Example of the disabled parking spaces within the Cathedral Close





The main entrance into the Cathedral Cloisters on the West Side. The door on the right is always open, held securely in place.



The entrance into the Cathedral, doors operated by an automatic push button.

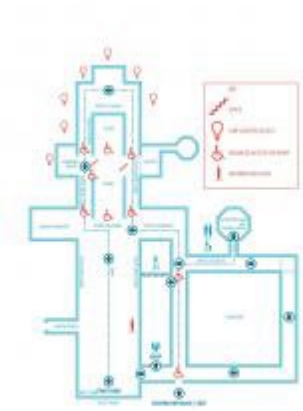


A view of the main entrance from the Cloisters

## Getting around inside:

### Visual Impairment - General Information

- Some parts of the venue have low lighting.



A floor map of the Cathedral

### The Welcome Desk:

- From the main entrance to the desk, there is level access. The route is 1470mm wide, or more.
- Volunteer Cathedral guides will welcome you in to the Cathedral and there is an information leaflet available in large print. (On request)
- A hearing loop system is available. (Compatible with hearing aids)
- There is a tactile 3D model and floor plan of the Cathedral available for those who are partially sighted or blind which will enable you to feel a floor plan of the Cathedral as well as a model of the building itself. In addition, our Cathedral guides can talk you through each area of the Cathedral if you join a tour.
- If you would like a tour of the Cathedral and have a particular need, please inform the guides and they will endeavour to assist.
- Dogs are welcome in the main body of Cathedral and drinking water is available for them outside the Refectory Café.
- We welcome all types of mobility scooters and wheelchairs and we have three manual wheelchairs available for visitors to use. Please ask at the Front Desk if you wish to borrow one of our wheelchairs.



- There are two disabled access toilets which are for the sole use of people with disabilities, visible or hidden. These are located by the main toilets and accessed off the East Cloister.
- The Cathedral is a dementia friendly environment with several of our staff and volunteers trained as Dementia Friends.
- We aim to be a welcoming environment for those with an Autistic Spectrum Condition (ASC) and work hard to ensure a positive visitor experience.
- For those living with an ASC we can arrange bespoke tours of the Cathedral at a quieter time. Please contact [groups@salcath.co.uk](mailto:groups@salcath.co.uk) or phone 01722 555 120 if you would like to arrange this.
- The Cathedral has very good acoustics and consequently you may find that even low-level noise can sound quite distorted.
- The interior of the building is vast and there is a lot to take in. If you need some time to adjust to this or need to sit quietly, please feel free to do so. Staff and volunteers are always on hand to help.
- During the day the Cathedral tends to be busy with visitors although the volume of noise is low. On occasions there will be organ tuning taking place in the morning and this can be noisy. If we know that organ tuning is taking place, there will be a sign informing visitors as they enter the Cathedral. If you need to check this in advance, please phone the Vestry on 01722 555150. In addition, we have some ear defenders available for you to use during your visit. Please ask one of our tour guides if you would like to borrow a set.
- In addition, the Cathedral often hosts concerts and services which will mean that there will be music and singing. You can check to see if there is a concert or event taking place via the events page on the website [www.salisburycathedral.org.uk/events-and-services](http://www.salisburycathedral.org.uk/events-and-services)



The Welcome Desk showing access into the Cathedral and into the Cathedral shop



Automatic double doors beside the Welcome Desk leading into the Cathedral

### **The Cathedral Nave:**

- From the main entrance to this area, there is level access. Some display information is low for wheelchair users. There are seats.
- Once inside, much of the Cathedral floor, the Chapter House, Refectory and shop are wheelchair accessible.
- The Cathedral floor is made up of different kinds of stone varying in colour, some of which is uneven. There is level access to the nave and via small ramps to the central Quire and to the Trinity Chapel. Access to the side chapels can be arranged via the Welcome Desk and The St Michael Chapel is always available for private prayer.
- The only area of the Cathedral floor that is currently not accessible to wheelchair users is the Audley Chapel.

## **Tower & Library Tours:**

We recommend that you book on-line to guarantee a space on one of our Tower Tours.

Regrettably Tower Tours and Library Tours may not be suitable for people with mobility issues. Some of the stone spiral staircases date back to the 13th century and have no handrails. There are 332 steps to the base of the Spire. Tours to our Library involve accessing a stone spiral staircase with 37 steps. We can however share material with you about the Library or the tower and spire's history, its construction and interior. Please enquire at the Welcome Desk inside the Cathedral.

People who feel anxious in enclosed spaces or who have a fear of heights may also find the tour difficult.

We regret that dogs including guide dogs are not permitted on tower tours.

If you have a specific need and would like to book an individual tower or Library tour then please phone 01722 555 120 to discuss how we might be able to assist you.

In addition, there are tours of the stone masons' yard and children's trails.

Magna Carta exhibition is located in The Chapter House.

You can also attend one of our daily services, details can be found at [www.salisburycathedral.org.uk/events-and-services](http://www.salisburycathedral.org.uk/events-and-services).

## **Events & Concerts:**

The Cathedral often host a range of events and activities from concerts to talks, lectures and workshops.

Wheelchair users will be directed to suitable locations for each concert and for Salisbury Cathedral concerts a carers ticket will be offered free of charge.

If you are looking to book onto a particular event, please contact the box office directly: [boxoffice@salcath.co.uk](mailto:boxoffice@salcath.co.uk) or 01722 656555.



A view of the Cathedral Nave

### **The Choir Stalls:**

- From the main entrance to this area, there is level access. There is a permanent ramp leading up into The Quire. Some display information is low, for wheelchair users. There are seats.

### **Services:**

Large print Orders of Service are available for all services. With prior notice we can provide a transcript.

There is clear access for Holy Communion or if you prefer to receive communion in your seat, please do let a Verger know. We offer gluten free Communion wafers. Please let a Verger know if you require this.

For our large services, all wheelchair users will be situated in the South Transept.

Our Vergers and Stewards are always on hand if you require assistance during any of our services.



The ramp leading into the Choir Stalls



The Choir Stalls

### **The North Choir Aisle:**

- From the main entrance to this area, there is level access. There is a permanent ramp. Some display information is low, for wheelchair users. There are seats.
- Due to the sunlight coming through the stained-glass windows, light levels can vary inside the Cathedral especially in some of the chapels and in the North and South Quire Aisles where there is less light.

If you need a quiet place to sit for a while you are very welcome to do so, and we recommend St Thomas's and St Edmund's Chapel in the North Transept. The chapels can be accessed via a removable ramp.

Signage to the toilets, shop and Refectory is clear, but if you need any assistance, please do ask one of the Cathedral guides or staff who will be very happy to help.



Ramped access to the North Choir Aisle which leads to The Morning Chapel and the Trinity Chapel



Stepped entrance to The Audley Chapel.

## **Public toilet:**

### **Public Toilets off the Cathedral Cloisters**

- There is a public toilet for disabled visitors.
- From the main entrance to the public toilet, there is level access.
- There are two disabled access toilets which are for the sole use of people with disabilities, visible or hidden. These are located by the main toilets and accessed off the east cloister.



Entrance to the public toilets



Area outside of the public toilets



Disabled toilet 1



Disabled toilet 2

## **Shop:**

### **The Cathedral Shop**

- From the main entrance to The Consistory Court (Welcome Desk) is level access and from The Consistory Court to the shop there is a permanent ramp.
- The Cathedral has a shop with a superb range of souvenirs, gifts and books. The shop can be accessed directly from the main entrance and from the Refectory. It is level throughout with suitable space for those using a wheelchair. There are tall display racks and low units accessible from a seated position. Shop staff are always available to offer assistance where required.



The entrance to the Cathedral Shop accessed via the main entrance





The interior of the Cathedral Shop

## **Place to eat and drink**

### **The Refectory**

The Cathedral Refectory café has a ramped access with an automatic opening door. You can also access the Refectory via the Cathedral shop. The Refectory is level throughout with good access to the food and drink available.

- The dining area is self-service. If you need table service, staff can help you.
- There is no background music.
- We cater for sugar free (diabetic), vegetarian, gluten free (celiacs), lactose free (dairy free), nut free, low fat and vegan specific diets.
- Tables and chairs can be moved easily if you need to create better access or room for a wheelchair.
- The food on offer is clearly labelled and we cater for vegetarians, vegans and those who have gluten or nut allergies. Allergen sheets for all the dishes made are available upon request. With prior notice the Refectory can cater for other allergies.



Access to The Refectory from The Cloisters



The ramp leading into The Refectory



Additional seating outside The Refectory in The Cloisters



Seating in the Refectory



Fisheye view of the Refectory



Dog Bowls in The Cloisters, next to the visitor's entrance.

## The Chapter House

- From the main entrance to this area, there is level access. The door is 8800mm wide.
- Entrance to The Chapter House is located off the East Cloister. Access is via an automatic door.



The entrance to The Chapter House



Inside The Chapter House looking back into The Cloisters

## **Getting around outside**

The Cathedral Close

- From the main entrance to this area, there is level access. Customer care support

Accessibility equipment

- We provide wheelchairs. Wheelchairs are free.
- We have a hearing loop which is switched on at all times. (Compatible with hearing aids).
- Two disabled toilets are located off the East Cloister inside the Cathedral.

You can hire mobility equipment from Salisbury Shopmobility by calling 01722 328068.

## **Emergency evacuation procedures**

- We have emergency evacuation procedures for disabled visitors.

Customer care support

- Some staff have disability awareness training.
- We have information in large print.
- We have other services for people with accessibility requirements.

## **ACCESS VOLUNTEERS AND GUIDES**

We offer assistance for people who experience mobility, sensory impairments or who have disabilities. We have an excellent team of volunteers and guides to assist visitors around the Cathedral. There is no charge for this service.

In order to ensure that there is a volunteer or guide available please book at least two weeks in advance by telephone on 555 120

When on site a member of staff is always close at hand to offer you, any assistance required.

If you are a community group and require a tour to suit a particular need(s) please contact [groups@salcath.co.uk](mailto:groups@salcath.co.uk) or 01722 555 120 (Monday - Friday, office hours only) Please contact the Welcome Desk team at weekends and on bank holidays:

01722 555 156.

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