

Access Guide To Guernsey



VISITGUERNSEY.COM

ACCESS IN GUERNSEY

As of 04/01/2012 **updated regularly**

This guide covers facilities throughout the island, with suggestions about where to eat out, where to shop, accommodation, visitor attractions and other facilities. Users of the guide must decide what is accessible for them from the description given, as inclusion in the guide does not imply full accessibility. If in doubt please contact the establishment in person.

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TRAVEL

Although Guernsey is a small Island it has good and frequent transport links with many places. Whichever form of transport is chosen the general rule for people with disabilities is to give the chosen carrier prior notice, particularly of any special requirements. Although this is recommended it is usually demanded by many operators before travel. In some circumstances medical clearance to travel may be required.

It is a very wise precaution for people coming to Guernsey to take out a good baggage and health insurance policy for their holiday. The National Health Service does not operate in Guernsey and there is a charge for doctors and dentists, as well as the ambulance service.

GUERNSEY AIRPORT

The airport terminal covers two floors, with the main departures and arrivals areas situated on the ground floor. A lift to the upper floor affords spectacular views over the other islands, and also provides access to a children's play area and a bar. There is free WiFi access throughout the airport.

The building has wide automatic doors and cars can be loaded and unloaded immediately outside the doors. There are drop kerbs in appropriate areas of the pavements. Facilities on the ground floor include a gift shop, restaurant, cash point, visitor information desk, payphones and disabled toilets and baby change areas.

The airport has its own paid car park. Charges vary for different periods of time; the first hour of parking is free. Disabled car parking spaces are provided adjacent to the pedestrian access routes that run from the terminal to the car park. The car park payment machine is situated in the main terminal building and can take credit cards and cash.

The airport is served by regular bus and taxi services as well as 2 hire car companies.

Many airports in the UK publish up to date information booklets on the facilities they offer. These usually include a few details on accessibility and provision for disabled travellers and are available from the British Airports Publications Department, Head Office, Gatwick Airport, Surrey, or from the Public Relations Department of the airport you intend to fly from. Copies of the airport guides can be obtained from RADAR, 12 City Forum, 250 City Road, London, EC1V 8AF, e-mail:

radar@radar.org.uk Website: www.radar.org.uk


GUERNSEY HARBOUR


The passenger terminal building at St Peter Port harbour is level throughout although a kerb has to be negotiated before reaching the main entrance, however, there is a ramp at the side entrance. The doors to the building are wide and are operated automatically. Purpose-built toilet facilities are available inside the terminal.

CONDOR FERRIES

Condor Ferries operate a year-round ferry service from Weymouth, Poole (seasonal) and Portsmouth (traditional ferry only). They also offer an inter-island service to Jersey as well as day trips to St Malo in France. Condor's ferries have accessibility as well as toilet facilities onboard.

For more information please contact Condor direct on:

 +44 (0) 1202 2072150

 +44 (0) (0845 609 1024 reservations)

Fax: +44 (0) 1305 760776

E-mail: reservations@condorferries.co.uk

Website: www.condorferries.co.uk/plan-your-trip/disabled-facilities.aspx

CUSTOMS

The customs allowances are available from most airlines and ferry companies as well as the Guernsey Information Centre and Customs & Excise. If you are carrying medically prescribed drugs through Customs you should ensure that you are the proper person in control of them and are advised to carry a doctor's prescription note or some other evidence with you.

Guernsey Border Agency
White Rock
St Peter Port
Guernsey
GY1 3WJ
Tel: +44 (0) 1481 741400

To import a controlled drug, it is necessary to apply to the Health & Social Services Dept. for an import licence however; very small quantities of prescribed medicines may be imported without a licence. The laws covering the importation of drugs cover similar drugs to UK legislation and a copy of the local regulations can be obtained from:

Health & Social Services Dept,
Le Vauquiedor
St Martin's
Guernsey
GY4 6UU
Tel +44 (0) 1481 725241

DAY TRIPS

There are many day excursions available from Guernsey to the other Channel Islands and France.

As with other travel arrangements the company you will be travelling with should be advised of your disability before departure. Below is some information about the different destinations.

JERSEY

If you are planning a day trip to Jersey, you can obtain the Jersey Access Guide from the States of Jersey Tourism Department, Liberation Square, St Helier, ☎ +44 (0) 1534 500 700 Website: www.jersey.com Email: info@jersey.com

To hire equipment, contact ShopMobility, Lower Ground, Sand Street Car Park, St Helier, ☎ +44 (0) 1534 739672, www.shopmobility.org.je, Email: info@shopmobility.org.je

Condor Ferries, Blue Islands and Aurigny all offer day trips to Jersey:

Aurigny Air Services	☎ +44 (0) 871 871 0717.	www.aurigny.com
Blue Islands	☎ +44 (0) 845 620 2122.	www.blueislands.com
Condor Ferries	☎ +44 (0) 845 345 2000	www.condorferries.com

SARK

The Isle of Sark Shipping Company
☎ +44 (0) 1481 724059 Website: www.sarkshipping.guernsey.net

They run a boat service to Sark. They are able to take disabled passengers but require prior notice of your disability. At certain states of the tide, in Guernsey and in Sark, it is easier to embark/ disembark than at others. A special one-day parking permit may be obtained from the Harbour Authorities for a disabled driver intending to visit Sark.

There are no cars on Sark at all but a tractor-bus is available to take visitors up to the top of Harbour Hill. The tractor-bus will take the lightweight fold up wheelchairs when possible. For heavier electric wheelchairs it is best to contact the tourist office (+44 (0) 1481 832345) to arrange for a tractor to bring the wheelchair plus person up the hill. Horses & carriages and bicycles are the only other means of transport. It would be advisable to inform the horse & carriage company or your disability at the time of booking, as assistance will probably be needed getting in and out of the carriage.

Toilets in Sark

There are toilets at the harbour (one is fitted out for wheelchair users), at the Bel Air (at the top of Harbour Hill), and at the Island Hall (near the Avenue). Although the last two are not specifically designed for wheelchair users the facilities at the Bel Air are more spacious and do not have any steps. The toilets are normally open during the day so no keys are necessary.

Sark Tourism ☎ +44 (0) 1481 832345, Fax +44 (0) 1481 832483
Website: www.sark.co.uk email office@sark.co.uk

HERM

Herm Travel Trident Ferries
☎ +44 (0) 1481 721379
www.traveltrident.com

Herm is the smallest of the Channel Islands normally visited by day-trippers.

The Mermaid Bar and Café has outside tables and is on one level. The gift shops have a wheelchair access ramp to a patio area, but there are two steps into the shops. Beach kiosks are situated at Belvoir, Shell Beach and inside the Mermaid Courtyard.

The Ship Restaurant serves à la carte meals while the Captain's Table has a good carvery. Both these restaurants are part of the White House Hotel, with The Captains Table's entrance up a flight of stairs. The North end of Herm on the common and round to Shell Beach is relatively flat although some of the paths are covered in soft sand.

There are a number of different boats which carry day trippers, but for disabled people, especially those in wheelchairs, we would suggest using Travel Trident catamarans as there is more room on these vessels. As with Sark, embarking and disembarking is made easier at certain states of the tide. It is best to inform the boat company of your disability before travelling so that advice can be given regarding which sailing's, on which day, will be easiest.

Depending on the tide, the boat will either unload at Herm Harbour or Rosaire Steps. It is approximately a quarter of a mile from Rosaire to the Harbour, where the shops, bars and restaurants are. Rosaire landing has a number of steps and a rough sloping path to the harbour, if you have any mobility problems you should choose sailing's that will allow you to arrive at and depart from Herm Harbour. The island's staff are always helpful and will assist in helping disabled people on and off boats.

Herm Tourism ☎ +44 (0) 1481 722377 Fax +44 (0) 1481 700334
www.herm-island.com Email: admin@herm-island.com

ALDERNEY

Alderney lies some twenty miles to the north of Guernsey and is an integral part of the Island group, which constitutes the Bailiwick of Guernsey.

Daily scheduled flights by Aurigny Air Services fly to the Island from Guernsey, and direct from the UK from Southampton International Airport. The flying time for an inter-Island flight is 15 minutes and flying time from the UK is just 40 minutes.

Aurigny Air Services; ☎ +44 (0) 871 871 0717. www.aurigny.com

There is also a ferry link with Manche Iles Express. Access from Guernsey into the ferry is not possible for a wheelchair user because of the steps leading to the moorings.
Tel.+44 (0) 1481 701316 www.manche-iles-express.com

Accessibility within the island can be a little restrictive to those with wheelchairs. Alderney Airport has steps and a ramp at the entry/exit gate so that it can be accessed by wheelchairs. The town of St Anne's is quite hilly. Some of the main streets are cobbled but many of the pavements in Alderney, through wear, camber down to the road surface, which makes for easy access. Many of the shops have one small step at their entrances. Virtually all restaurants on the island are accessible for wheelchairs.

Alderney Tourism ☎ +44 (0) 1481 822811, Fax +44 (0) 1481 822436
www.visitalderney.com Email: tourism@alderney.net

FRANCE - ST MALO

St Malo is a charming walled town. It was nearly completely destroyed during the war, but has been rebuilt as it used to be. The walled part of the town has many cobbled streets with narrow pavements; however, quite a few parts of the town have restricted or banned cars. Cafes and restaurants spill out onto the pavements providing easy access for wheelchairs.

St Malo Information Centre, Tel: ☎ +33 (0) 825 135200, Website: www.saint-malo-tourisme.com

Condor Ferries provide day trip packages in the summer season: ☎ +44 (0) 845 345 2000,
www.condorferries.com.

Aurigny Air Services also offer flights to Dinard: ☎ +44 (0) 871 871 0717. www.aurigny.com

Don't forget your passport if you intend visiting St Malo.

GETTING AROUND GUERNSEY

BUSES

Guernsey has 'low floor' buses, which are designed to carry disabled passengers and have kneeling suspension, allowing the entrance of the bus to be lowered to provide easier access. This feature combined with a wheelchair ramp and a dedicated wheelchair space make the buses fully accessible for the vast majority of wheelchair users (although it should be noted that a wheelchair which is more than 75cm wide, or a wheelchair and occupant with a combined weight of more than 300 kilograms, cannot be carried).

Routes and schedules are operated by Island Coachways, ☎ +44 (0) 1481 720210, however if you are already out and about, they are instantly recognisable with a bright green and yellow livery.

Guernsey's buses operate a 'hail and ride' system, except in the vicinity of Town and The Bridge, where there are ample designated stops. If you want to catch a bus from anywhere outside these main areas, you should signal to the driver as he approaches and, provided it is safe to stop, they will pull over for you to board. For timetable information and more see: www.buses.gg/timetable.asp

TAXIS

Taxis are readily available and generally Guernsey's taxi drivers are willing to help disabled passengers get in and out. The majority of Guernsey taxi drivers use ordinary cars that can vary a lot in size, so even for wheelchair users who have removable footplates and a folding chair it may not fit in the boot. Check carefully when booking, that the taxi is suitable for your needs.

Contacts for taxis equipped for wheelchairs

Taxi Direct Services

We can now offer a private hire service as well as our excellent taxi service we already provide, we have a choice of wheelchair accessible vehicles for hire to get you to where you need to go safely and promptly, most of all in comfort. We also have 10 vehicles on our link which includes 4,6 and 8 seaters

T: 07911757757

Abbey Taxis

T: 07781 443377

Steve Poole

T: 07781 121180

Niel Hastie

T: 07781 106766

HIRE CARS

The following firms have automatic cars that are available for hire where insurance is also available for disabled drivers. There are no cars available for hire that have been converted with hand controls in Guernsey. Please check that your individual requirements will be met at the time of booking.

Europcar/Harlequin/Sarnia Hire Car

Les Caches, St Martins

Age 21-80

T: 01481 239511

E: reservations@harlequinhire.com

Hertz Rent-A-Car

Les Merriennes, St Martins

Age 20-80

Over 80, own insurance

T: 0800 735 1014

E: reservations@hertz-jersey.co.uk

W: <http://www.hertzci.com>

Value Rent-A-Car/Avis/Falles

Braye Road, Vale & Airport Desk

Age 21-80

Over 80 own insurance

T: 01481 243547

E: reservations@valuerentacar.co.uk

W: <http://www.valuerentacar.co.uk>

Seaquest Marine - Value Rent-A-Car

North Plantation, St Peter Port (behind Guernsey Information Centre)

Age 21-80

Over 80, own insurance

T: 01481 721773

E: onlinesales@seaquestgsy.com

W: <http://www.seaquestgsy.com>

Economy Car Hire

Airport and Harbour desks.

Age 21-79. Car hire with

no excess and free additional driver

T: +44 (0)1362 853938

E: info@economycarhire.com

W: <http://www.economycarhire.com>

PARKING

The Environment Department operate a Disabled Persons Parking Badge Scheme for people who, because of age, illness or disability have difficulty in walking any distance or are blind and require assistance in walking. The badge permits the driver of a vehicle carrying a disabled person to park for up to two hours in half-hour and one-hour parking spaces and to use special spaces allocated for disabled parking. Badge holders must obey all other parking regulations, and may not park on yellow lines.

The new blue parking card follows a standard European design that has been introduced across the EU and in some other additional European countries, as well as in Guernsey. In a reciprocal agreement, disabled visitors from any participating country will be entitled to local disabled parking concessions when they bring their badge to the Island.

Parking spaces are provided for Badge holders at:

- Church Square (10am – 5pm & 7pm – 7am)
- North Plantation, by Information Centre
- North Beach, by toilets
- Weighbridge taxi rank (9am – 5pm)
- Hirzel Street, by War Memorial
- South Esplanade
- Most Shops, ie Checkers
- St Julian's Avenue (Les Vauxlaurens)
- Trinity Square
- St James Street
- The Bridge (St Sampson's)
- North Quay (St Sampson's)
- South Quay (St Sampson's)

If you wish to apply for a badge, then please contact the Environment Department for an application form on ☎ +44 (0) 1481 243 400. The form includes a section, which must be completed by your doctor to confirm your disability and endorse the application. First time applicants who drive should also submit a full medical report completed by a doctor. Details of the scheme can be seen online at

www.gov.gg/traffic. Parking Discs are available to purchase from the Police Station, Guernsey Information Centre and the Environment Department (Bulwer Avenue, St Sampson's)

DRIVING

If you are disabled and thinking of driving a car, we suggest that you first obtain advice about the modifications which may be necessary to the vehicle and the type of car best suited to your needs. Training off the road is often desirable before applying for a provisional driving licence. When you are ready to apply for a provisional licence you will be given a brief test by a driving examiner to ensure that you are able to control the car. There is no charge for this test. A computerised theory test must be taken before the normal driving test. After you have been trained to drive on the roads (and completed the theory test) you will take the normal driving test for which the usual fee applies.

People intending to use motorised wheelchairs, scooters or battery cars on the Island's roads should first check with the Environment Department on ☎ +44 (0) 1481 243 400

CROSSING THE ROAD

Puffin signalised crossings are equipped with audible warning beepers for the benefit of the partially sighted and the blind. No attempt should be made to start crossing the road until the audible warning beeper is sounded, nor after the beeper stopped. Once started, the pedestrian has priority, so there is no need to rush if the beeper has stopped when you are only partly across the road. Please note that at some junctions where there are pedestrian-operated traffic light signals there may be no audible warning beepers but tactile buttons located at base of push button unit are provide instead. These buttons will vibrate to indicate that it is safe start to cross.

EATING OUT

Since July 2006, smoking has been banned in enclosed public spaces, including all pubs and restaurants. Guernsey is blessed with a very wide selection of restaurants throughout the Island; however, not all restaurants have good access. The selection of restaurants, chosen in the listing below are places with reasonable access. Please note that no restaurants have toilets, which have been converted for wheelchair users.

RESTAURANTS - ST PETER PORT

The Absolute End Restaurant

St Georges Esplanade ☎ +44 (0) 1481 723 822

Parking nearby with one step at the entrance. The dining area is accessible and there is room to manoeuvre wheelchairs between tables. Tables have an accessible under space of at least 700mm. There are ground floor toilets as well as a public telephone, which is 800mm from the floor. The Absolute End is a seafood speciality restaurant, which is licensed.

Pier 17

Albert Pier ☎ +44 (0) 1481 720 823

Parking is available nearby. Saltwater has one step at main entrance as well as a step from the bar area into the restaurant. There is room to manoeuvre wheelchairs between tables and a disabled persons toilet is located next door in the marina facilities, which has one small step at the entrance. A public telephone which is 1200mm high is available for your convenience.. Saltwater is a licensed restaurant, specialising in seafood. Guide dogs are permitted.

Da Nello

46 The Pollet ☎ +44 (0)1481 721 552

Parking is available nearby, Access to the restaurant includes a small step to a slightly ramped entrance. The dining area is accessible, with room to manoeuvre wheelchairs between tables. The tables have an accessible under space of at least 700mm. There are no ground floor toilets, however

there is a public telephone, which is 1220mm from the floor. The restaurant is licensed and guide dogs are permitted.

St Emilion

The Quay ☎ +44 (0) 1481 726 059

There is reserved parking for disabled people nearby with a level entrance. The dining area is accessible and there is room to manoeuvre wheelchairs between tables. Tables have an accessible under space of at least 700mm. Facilities include floor toilets, and a public telephone, which is 1220mm from the floor. The restaurant is licensed.

Valentino's Restaurant

North Esplanade ☎ +44 (0) 1481 727 529

Reserved parking for disabled people is available opposite the restaurant. The entrance to the restaurant has one step, but overall there is good access to the ground floor restaurant and level access throughout the pizzeria. Tables include an accessible under space of at least 700mm. Ground floor toilet with the width of a door being 760mm are available to all diners and guide dogs are permitted. The restaurant is licensed.

RESTAURANTS – OUTSIDE ST PETER PORT

Crabby Jacks

Vazon Bay, Castel ☎ +44 (0) 1481 257 489

Parking is available in the large car park next to the restaurant. There is level access into the building and from the bar to the dining area, with room to manoeuvre wheelchairs between tables. All tables have an accessible under space of at least 700mm and facilities include a ground floor toilet with the width of door being 812mm. The use of a public telephone, which is 1041mm from the floor, is also available. Crabby Jack's is a licensed English restaurant. Guide dogs are permitted.

Deerhound

Le Bourg, Forest ☎ +44 (0) 1481 238585

On-site parking provided, level entrance and disabled toilets available.

Essence Restaurant & Take-away

Les Camps, St Martin's ☎ +44 (0) 1481 239 693

Access to the entrance of the restaurant is via a ramp. There is level access from the bar to the dining area, with room to manoeuvre wheelchairs between tables. Tables have an accessible under space of at least 700mm. A ground floor toilet with width of door being 914mm is available for diners to use. The restaurant is licensed and features Indian and Italian food.

CAFES

The Boat House

Victoria Pier, St Peter Port ☎ +44 (0) 1481 700 061

Parking is available nearby with a level entrance to the cafe. There is level access from the bar to the dining area, with room to manoeuvre wheelchairs. Tables have an accessible under space of at least 700mm. The disabled persons toilet includes support rails. The café is licensed and guide dogs are permitted.

PUBLIC HOUSES

There are many Public Houses in Guernsey, all of which are "smoke free" due to the 2006, smoking has been ban in enclosed public spaces, including all pubs and restaurants. Here are just a few that have reasonable access for disabled people. Unfortunately not many Public Houses have disabled toilets.

Blind O'Reilly's

Southside, St Sampson's ☎ +44 (0) 1481 244503

Parking, level entrance, ground floor toilets, level access to bar, room at tables for wheelchairs, guide dogs permitted.

Harbour Lights

South Esplanade, St Peter Port ☎ +44 (0) 1481 720450

Parking on the street outside, level entrance and access to bar, ground floor toilets, room at tables for wheelchairs, guide dogs permitted.

Imperial Hotel

Pleinmont, Torteval ☎ +44 (0) 1481 264044

Parking, level entrance, ground floor toilets, level access to bar, room at tables for wheelchairs, guide dogs permitted.

La Fontaine Inn

Vale Road, St Sampson's ☎ +44 (0) 1481 247644

Parking, level entrance, ground floor toilets, level access to bar, room at tables for wheelchairs, guide dogs permitted.

Last Post

Route. De St Andre, St Andrew's ☎ +44 (0)1481 236353

Parking, level entrance, ground floor toilets, level access to bar, room at tables for wheelchairs, guide dogs permitted.

L'Eree Bay Hotel

L'Eree, St Peter's ☎ +44 (0) 1481 264161

Large car park at rear, level entrance and access to bar, ground floor toilets, room at tables for wheelchairs, guide dogs permitted.

London House

New Road, St Sampson's ☎ +44 (0) 1481 247988

Parking, level entrance, ground floor toilets, level access to bar, room at tables for wheelchairs, guide dogs permitted.

Wayside Cheer Hotel

Grandes Rocques, Castel ☎ +44 (0) 1481 257290

Parking, Access is via a ramp at the entrance however once inside there are ground floor toilets, level access to the bar and room at tables for wheelchairs. Guide dogs permitted.

White Hart

Le Pollet, St Peter Port ☎ +44 (0) 1481 723855

Short term parking available nearby, including spaces for disabled badge holders, level entrance, ground floor toilets, level access to bar, room at tables for wheelchairs, guide dogs permitted.

SHOPPING

ST PETER PORT

Guernsey's capital, St Peter Port is a town that has grown uphill with many of its attractive narrow streets meandering upwards. This characteristic is considered by most people to be one of the charms of the Island and it certainly provides a very attractive setting when viewed from the harbour and the sea.

The hills do cause big problems for some people, particularly those who use wheelchairs or sticks to get around. However, as a large part of the Town centre is pedestrianised, shoppers can peacefully browse through the streets and arcade at their own pace. The main High Street and those nearby are mainly cobbled, some people may find this uncomfortable and in wet weather the cobbles can become quite slippery. We have tried below to give a street-by-street guide to St Peter Port and a brief idea of what can be found in each street. **For details of toilets, parking, banks and supermarkets please see the relevant sections.**

High Street:

Vehicular access is by permit only, the street is cobbled and on a gradient. There is also a kerb on each side of the street. The High Street has many of the larger department stores and also many clearing banks. Access to most department stores such as Boots, Creasey's and Marks and Spencer's (easily accessible and also good lighting inside) are good and on a level with the pavement. Marks & Spencers, Creasey's and Boots have a lift to all floors, Beghins has a ramped entrance although slope is difficult to negotiate independently. Escape is wheelchair accessible with assistance due to internal step. Healthspan's door is always open however threshold prevents independent access for wheelchair user. Nat West Bank has quayside access with a lift for its clients. There are also gift shops, newsagents, clothes shops and shoe shops in this street.

Commercial Arcade:

The Commercial Arcade is closed to traffic and has a flagstone surface. Accessibility for wheelchair users is from the High Street or from the rear of the taxi rank in Church Square. The Arcade has clothes, gift, jewellers, camera and computer shops as well as an easily accessible café.

Le Pollet:

A mainly pedestrianised cobbled street on a slight gradient. Jewellers, gift shops, bookshops, boutiques, shoe shops, stationers, a café and a travel agent are situated in this part of the town. Many shops have easy access with no steps or pavements to negotiate. Once inside however, generally shops are small and not easily accessible for wheelchair users.

Lower Pollet

The Lower Pollet is a tarmac road, open to traffic but on the flat, with some on-the-street parking. The area has many restaurants, gift shops and clothes shops, a grocery shop and a pub. Pavements are not very wide but there is level access to most establishments in this street.

Smith Street

A mainly pedestrianised tarmac road on a steep hill, with most shops having a step at the entrance. The main Post Office is in Smith Street and has dedicated disabled access door. Due to the incline of the street itself it would be advisable to visit this area of town with assistance. Smith Street also includes office suppliers, sporting trophies shop, hairdressers, restaurant, sandwich bar and a public house.

Market Square and Market Street

The Market Square is a cobbled, level area. Access to Market Square is via an access ramp from the Commercial Arcade. A New Look clothes shop and an HMV store have recently opened in the Market, both having level access from Market Square, with New Look having a lift to allow access to its upper floor., whilst an easily accessible café, the Guille Alles Library and the Golden Lion public house are other features of this street.

Bordage and Fountain Street

Both the Bordage and Fountain Street are open to traffic and, following the closure of Market Street, can only be reached via steps or ramp from the Arcade or via the pedestrian crossing by the Town Church. These roads have been resurfaced, with dropped kerbs and tactile paving at the main pedestrian controlled crossing, between the adjacent bus terminus and the main shopping area of town. Shops include, boutiques, a haberdashery, a fast food outlet, delicatessen, estate agents, hairdressers and a toy shop.

Other shops in Fountain Street include a health food shop, fish and chip shop, a jeweller, a hairdresser, a model shop and public houses.

South Esplanade

The Bus Terminus is located in this road and the road is relatively flat between the Terminus and the start of town. There is a wide flagstone pavement on the level with parking. Locksmiths, dry cleaners, florists, travel agents, terminus café, pubs & restaurants are located here. Although some of the travel agents would not be accessible without help, most establishments along the Esplanade have only one step up or are on a level with the pavement.

Mill Street

Vehicular access is by permit only. Mill Street has brick and granite cobbles and is on a steep gradient. Clothes shops, restaurants and cafes line the streets, with antique shops and art galleries jostling for space. Many of the interiors of these shops are small and steps will not have an even rise due to the incline of the street.

Mansell Street and Trinity Square

Mansell Street has restricted vehicular access and has recently been re-laid in cobbles, there is tarmac surface on Trinity Square. Dropped kerbs have been installed where appropriate in Mansell Street. Shops include clothes shops, Chinese takeaways and a restaurant.

The Quay

The Quay is flat with a wide flagstone pavement. Parking is available on either the Crown or Albert Piers. Access is available to the lower floors of department stores otherwise accessible from the High Street. Most shops, cafes and restaurants have level access with the pavement or are one step up. Problems may be experienced at 'Holeshot', a clothing shop, as it has a large sill at both entrances.

North Plantation

The North Plantation has traffic restrictions placed upon it. The Information Centre is situated here along with a shoe shop, video & DVD rental shop, a public house, book/art shop and several restaurants and takeaways of varying types.

North Esplanade

The North Esplanade is a flat, major vehicular route. There are dropped kerbs and tactile paving placed at the pedestrian controlled crossing, which links the main 'North Beach' car parking area to the north side of town.

The North Esplanade has access to some of the shops also available from the lower Pollet. These include boutiques and a general grocery store. The pavement is wide and most establishments have one step up from the pavement or are level with the pavement.

Seating around St Peter Port

Although there are few seats in the main streets, you will find seating around St Peter Port at Church Square, Market Square, Trinity Square, North Plantation, Albert Pier and Crown Pier.

ST SAMPSON'S

St Sampson's is the second largest shopping area. It is located in the north of the island and borders St Sampson's Harbour. The entire area is flat and there is parking very near to the shops. **For details about toilets, parking, banks and supermarkets please see the relevant sections.**

South Side

There is a wide flagstone pavement along South Side and a specially adapted toilet on the Crocq Pier. Blind O'Reilly's Public House is accessible to wheelchairs and also has a beer garden. The Westerbrook complex, containing a dry cleaners, and an Indian restaurant, has sloping granite cobbles at the entrance. All the establishments have one step up with large wooden sills at the bottom of the doors, making the entrance difficult for wheelchair users. The betting shop and the Bridge Kitchen on South Side have no steps. There are no steps at the entrance to Amyson's gent's clothes shop, however the displays inside might make access with a wheelchair very difficult. A butcher, a florist, a ladies and children's clothes shop and a jeweller are also situated along South Side, all of which have a step at the entrance.

New Road

New Road has a music shop, which has an entrance level with the street. A gent's outfitters and a toy shop all have steps at the entrances. Maubrook Jewellers also has no step but has a tricky corner to turn. L'Ora's Italian restaurant down this road has one step but the entrance is narrow. The London House Pub is situated along this road.

The Bridge

The Bridge has a very wide pavement that is divided by Commercial Road and Bridge Avenue. The pavement slopes down when these roads cross it but there is still a small kerb. The Kerb is lowered to gain access to the Zebra crossing, which crosses the Bridge, however there is a gully on the seaward side before reaching the pavement. A lot of shops on the Bridge do not have steps. Creasey's, the Chinese takeaway and the chemist all provide particularly good access without steps. NatWest bank does have one large step into the entrance hall, but a lift to the main banking hall. The entrance to Sails has a small step.

Commercial Road & Bridge Avenue

Commercial Road and Bridge Avenue are small side roads leading off the Bridge. Commercial Road has a betting shop, which is on first floor level. Bridge Avenue homes a charity shop which is situated on this road but although there are no steps at its entrance there is a right-angled bend to negotiate to get into the shop.

North Side

North Side has a standard width pavement with 1 bank (HSBC). Quayside, which sells home furnishings, DIY goods and gardening products, is also situated here and has a ramped entrance and is accessible throughout. North Side also boasts a fish and chip shop, which while being on one level has a fairly narrow door. The Electricity Show Room provides good access with parking nearby. A Unisex radar toilet is available opposite the fish and chip shop.

Nocq Road

A Co-Op store (Grande Marche), Lloyds TSB bank, Salvation Army, and a ladies fashion shop are located at the Bridge end of this road, by the Mariners Inn. The Post Office is situated in the Co-Op, which has excellent level access.

Seating around St Sampson's

There is generally seating all around St Sampson's Harbour however seating may be limited on South Side. Please be aware that some seating does not have good views.

ST MARTIN'S

Serving the South of the Island is the shopping village of St Martin's. Here the shops border three main roads that all continue on from each other. There are limited parking facilities adjacent to the shops along, La Grande Rue, with a large tarmac public car park situated near in the middle of the area.

Several different types of retailers trade at St Martins many of which are level with the pavement. There are numerous hairdressers situated in this area as well as establishments including a pharmacy, car shop, Ogiers Fashions, lighting and electrical shop, a cycle shop, Vets4Pets, and a shoe shop and many others. There are a number of clearing banks situated in St Martin's and three large food stores. (Please see relevant section). Toilets can be found at Rue Maze near La Croix Guerin Café, which are suitable for wheelchair users.

COBO

On the West coast, alongside the popular Cobo Bay is another small but convenient shopping centre. The area is served by its own tarmac-covered car park that is adjacent to a supermarket and Post Office, on the opposite side of the road is a chip shop and Cobo Village Centre & Wool Cellar, which has two steps at the entrance. Further along the road there is a pharmacy that has one small step at the entrance and a clearing bank (NatWest). Please see relevant section for banks and supermarkets.

L'ISLET

Another small shopping centre can be found at L'Islet in the north – west of the island. The centre is formed around a busy cross-roads, where a supermarket, surf shop, dry cleaners, travel agency, florist, handy stores and chip shop can be found. There is a large flat car park in front of the supermarket. The travel agency, florist and surf shop have two steps at the entrance. The handy store has one step at the entrance.

ST PIERRE DU BOIS

To the West of the Airport is the small shopping area of St Peter's. The area has a supermarket, clearing banks, a dry cleaners, a sewing shop and a Post Office that has three large steps at the entrance. There is car parking in front of the Post Office and in front of the supermarket.

SUPERMARKETS

Co-Op Fresh Food Locale

Market Building, St Peter Port ☎ +44 (0) 1481 711351

No reserved parking, sound route, level entrance, accessibility within store limited due to a lack of space, level access within the store, guide dogs permitted but no specially adapted trolleys. Hearing loop at the tills

Waitrose at Admiral Park

Admiral Park, St Peter Port ☎ +44 (0) 1481 739600

Reserved parking, sound route, ramped entrance, all areas accessible, level access within the store, guide dogs permitted, specially adapted trolleys and electric and manual wheelchairs available for use. Internet access and café.

Co-Op Fresh Food Locale

Longstore , St Peter Port ☎ +44 (0) 1481 720532

No reserved parking, sound route, level entrance, all areas accessible, level access within store, guide dogs permitted but no specially adapted trolleys. Hearing loop at the tills

Waitrose

Le Rohais, St Peter Port ☎ +44 (0) 1481 726031

Reserved parking, sound route, ramped entrance, all areas accessible, level access within store, guide dogs permitted, specially adapted trolleys available.

Co-Op Fresh Food Grande Marche

Nocq Road, St Sampson's ☎ +44 (0) 1481 247949

Reserved parking, sound route, level entrance, all areas accessible, level access within store, guide dogs permitted, specially adapted trolleys available. Hearing loop at the tills

Co-Op Fresh Food St Andrews

Mauxmarquis Road, St Andrews ☎ +44 (0) 1481 235183

Reserved parking, sound route, level entrance, all areas accessible, level access within store, guide dogs permitted. Hearing loop at the tills

Co-Op Fresh Food Grand Marche

La Route des Camps, St Martin' ☎ +44 (0) 1481 235331

Reserved parking, sound route, ramped entrance, all areas accessible, level access within store, guide dogs welcome, specially adapted trolleys available. Hearing loop at the tills

Iceland Manor Stores

St Martin's ☎ +44 (0) 1481 238296

Reserved parking, sound route, level entrance, all areas accessible, level access within store, guide dogs welcome and specially adapted trolleys available. There is also a gift shop, HSBC Bank, a chemist and a wine and spirit merchants, which are wheelchair accessible.

St Peters Food Hall

St Peter's ☎ +44 (0) 1481 263179

No reserved parking, sound route, ramped entrance, all areas accessible, level access within store, guide dogs are permitted however there are no specially adapted trolleys available.

Cobo Food Hall

Cobo, Castel ☎ +44 (0) 1481 257597

No reserved parking, sound route, ramped entrance, all areas accessible, level access within store, guide dogs are permitted however there are no specially adapted trolleys available.

L'Islet Food Hall

L'Islet, St Sampson's ☎ +44 (0) 1481 244601

No reserved parking, sound route, ramped entrance, all areas accessible, level access within store, guide dogs are allowed however there are no specially adapted trolleys available.

BANKS

Barclays Bank PLC

6-8 High Street, St Peter Port ☎ +44 (0) 1481 723176

There is designated parking for disabled people near the bank in Church Square, the route is cobbled to an entrance which is ramped. Counters are 1100mm high, and writing surfaces are 730mm high. All sections of the bank are accessible and private interviews can be held in an accessible office. Cash dispensers are internal and external with buttons and card slots being 1000mm high. The screen is visible from a wheelchair. Guide dogs are permitted.

Barclays Bank PLC

North Side, St Sampson's ☎ +44 (0) 1481 723 176

There is designated parking for disabled people with a sound route to a level entrance. Counters are 1100mm high and writing surfaces are 700mm high. There are no cash dispensers. Guide dogs are permitted.

HSBC Bank PLC

High Street, St Peter Port ☎ +44 (0) 1481 717796

Designated parking for disabled people is available in the Town Church Square. The route is sound to the entrance where there is one step. Counters are 950mm high and writing surfaces are 960mm high. Not all public sections are accessible, however private interviews can be held in an accessible office. Cash dispensers are internal with unlevelled access to them. Buttons and card slots are 1130mm high. The screen is visible from a wheelchair and guide dogs are allowed inside.

HSBC Bank PLC

St Peter's ☎ +44 (0) 1481 717892

Parking is available. The route is sound to the entrance where there is one-step and handrails for easier access. Counters are 960mm high and writing surfaces are 1040mm high. All public sections are accessible. There are no cash dispensers but guide dogs are permitted.

HSBC Bank PLC

Galleries du Manoir, St Martin's ☎ +44 (0) 1481 717891

Parking is available. There is a sound route to a level entrance. Counters are 975mm high and writing surfaces are 725mm high. All public sections are accessible. A cash dispenser is available, which stands 920mm above ground level and guide dogs are allowed inside.

HSBC Bank PLC

Landes du Marche, Vale ☎ +44 (0) 1481 717882

There is parking available, with a sound route to a level entrance. Counters are 1050mm high and writing surfaces are 1050mm high also. All public sections are accessible; however there are no cash dispensers but guide dogs are permitted.

HSBC Bank PLC

Northside, St Sampson's ☎ +44 (0) 1481 717881

There is reserved parking for disabled people, and a sound route to a level entrance. Counters and writing surfaces are both 914mm high. All public sections are accessible, there are no cash dispensers and guide dogs are welcome.

National Westminster Bank PLC

35 High Street, St Peter Port ☎ +44 (0) 1481 703800

There is designated parking for disabled people in the Town Church Square. The route is sound and there is one step at the entrance. Counters are 1020mm high and writing surfaces are 1060mm high. All public sections are accessible and private interviews can be held in an accessible office. Cash dispensers are internal and external. Once inside the Bank there is level access to the internal cash dispenser. Buttons and card slots are 1450mm high. The screen is visible from a wheel chair. Guide dogs are permitted.

National Westminster Bank PLC

3 The Bridge, St Sampson's ☎ +44 (0) 1481 703800

There is reserved parking for disabled people, the route to the entrance is sound and there is one step at the entrance. Counters are 990mm high and writing surfaces are 711mm high with the banking hall situated on the first floor, which is accessed by stairs or a small lift. There is an access rail fitted by the service till to assist non-wheelchair disabled people. Cash dispensers are external and there is no level access to them. Buttons and card slots are 1447mm high. The screen is not visible from a wheelchair. Guide dogs are permitted.

National Westminster Bank PLC

Route de Plaisance, St Peter's ☎ +44 (0) 1481 703800

Parking is available. There is one step at the entrance to the bank. Counters and writing surfaces are both 1041mm high. All public sections are accessible and private interviews can be held in an accessible office. There are no cash dispensers. Guide dogs are allowed.

National Westminster Bank PLC

Route de Carteret, Castel ☎ +44 (0) 1481 703 800

There is on-street parking and one step at the entrance. Writing surfaces are 1100mm high and counters are 750mm high. Lower surfaces are available on request. All public sections are accessible. There are no cash dispensers. Guide dogs are permitted.

National Westminster Bank PLC

Grand Rue, St Martin's ☎ +44 (0) 1481 703 800

Parking is available and the route is sound to an entrance where there is one step. Counters are 1100mm high and writing surfaces are 760mm high. All public sections are accessible. There are no cash dispensers and guide dogs are welcome.

Royal Bank of Scotland International

Glategny Esplanade, St Peter Port ☎ +44 (0) 1481 710 051

Designated parking for disabled people is available at the Weighbridge taxi rank. An unloading bay is situated just outside the bank. The building has no steps, and can easily be accessed through wide electric doors. Once inside, the branch offers easy access for wheelchair users, as well as a low cashier counter. Guide dogs are allowed inside.

Lloyds TSB Bank PLC

1 Smith Street, St Peter Port ☎ +44 (0) 845 730 93 73

There is designated parking for disabled people at the top of Smith Street which is however, a steep hill. The route is sound and there is a level entrance at the side of the building and a lift to all floors. All sections are accessible. Counters and writing surfaces are not of wheelchair height but lower writing surfaces are available on request. There are four cash dispensers in the lobby one of which custom built for wheelchair users. There is a disabled toilet and guide dogs are permitted.

Lloyds TSB Bank PLC

The Bridge, St Sampson's ☎ +44 (0) 1481 726 795

There is reserved parking for disabled people, with a sound route to a ramped main entrance. Counters are 1068mm high and writing surfaces are 914mm high. Lower writing surfaces are available on request. All public sections are accessible. There is level access to cash dispensers, which are external and screens are visible from wheelchairs. Guide dogs are permitted.

Lloyds TSB Bank PLC

La Grande Rue, St Martin's ☎ +44 (0) 1481 235 561

There is nearby parking with a sound route to a ramped main entrance. Counters are not of easy wheelchair accessibility but there are lower writing surfaces available on request. All sections are accessible. There is level access to the internal and external cash dispensers, the external dispenser having a screen, which is visible from a wheelchair. Guide dogs are allowed inside.

PLACES OF VISITOR INTEREST

For more information about entrance fee and opening hours, please contact the establishment or the Guernsey Information Centre ☎ +44 (0) 1481 723552

Bruce Russell and Son, Gold and Silversmiths

Workshop and Showroom, St Saviour's ☎ +44 (0) 1481 264321

The car park is in the grounds with a steep route to a ramped entrance. All areas are accessible with showcases being 762mm from the floor. Demonstrations are available on request. There is a disabled persons toilet and use of a public telephone. The catering facilities are accessible. Guide dogs are welcome.

Castle Cornet

St Peter Port ☎ +44 (0) 1481 721657

Museums here are unfortunately not suitable for wheelchair users due to the innumerable number of steps. Not recommended to anyone with mobility difficulties. Guide dogs are welcome.

Catherine Best

Le Hechet Mill, St Martin's ☎ +44 (0) 1481 237771

Parking available and the entrance is level. All sections are accessible. There is a public toilet with the door being 914mm in width. Guided tours are available by appointment. Guide dogs are permitted.

Folk & Costume Museum

Saumarez Park, Castel ☎ +44 (0) 1481 255 384

Car parking available nearby. There is a disabled persons toilet and the key is kept at the museum pay desk. The ground floor is accessible, and a lift to the first floor. Guided tours are given on prior request. Guide dogs welcome.

Fort Grey Shipwreck Museum

Rocquaine, St Peter's ☎ +44 (0) 1481 265 036

Located on a small islet there are fifteen steps at the entrance. Not all areas are accessible. Guide dogs welcome.

Fort Hommet Casemate

Vazon Bay, Castel ☎ +44 1481 238 205

There is parking nearby, with a ramp at the entrance. All sections are accessible. Tours are available on request. Guide dogs are permitted.

German Direction Finding Tower (Pleinmont Tower)

Torteval ☎ +44 (0) 1481 238205

Sound route to an entrance where there is one step. Most areas are not accessible, with steps rising to most levels. Corridors are 914mm wide. Guide dogs welcome.

German Occupation Museum

Forest ☎ +44 (0) 1481 238205

There is reserved disabled parking and there is one step at the entrance. Not all areas are accessible due to some steps within the museum, however there are handrails on all stairs. Assistance is available if required. Catering facilities are accessible. Guide dogs are permitted.

German Military Underground Hospital

St Andrew's ☎ +44 (0) 1481 239100

The car park is on the opposite side of the road. There is a level entrance. Public areas are accessible; however, please note that the hospital tunnels are quite extensive. Exhibits are at wheelchair level and guide dogs are permitted, but there are no toilet facilities.

Guernsey Aquarium

La Vallette, St Peter Port ☎ +44 (0) 1481 723301

There is reserved parking for disabled people by prior arrangement. The entrance is level, all areas are accessible and most tanks are viewable from wheelchair level. Guide dogs are allowed inside.

Guernsey Candles

Les Petites Capelles, St Sampson's ☎ +44 (0) 1481 249686

Parking is gravel-covered and there is a ramp at the entrance. The visitor attraction is accessible throughout. Many of the exhibits can be touched and lifted and are visible from wheelchairs. Guide dogs are welcomed.

Guernsey Freesia Centre

Route Carre, St Sampson's ☎ +44 (0) 1481 248185

There is a ramp at the main entrance. Not all areas are accessible. Guided tours can be given on request. Guide dogs are permitted.

Guernsey Museum and Art Gallery

Candie, St Peter Port ☎ +44 (0) 1481 726518

Car Parking in nearby streets or Cambridge Park, but with prior notice parking can be provided within a few yards of the entrance. Given prior notice gates can also be opened for easier access. There is a wheelchair available for those who cannot transport their own or might need one during the visit. All sections of the museum are accessible. The maximum height of labels on exhibits is 1700mm. There is a disabled persons toilet complete with handrails etc and accessible catering facilities but tables and chairs are fixed. Special arrangements can be made for guided tours for groups. The surrounding gardens are beautiful but approached by steep slopes from the museum or by a lower entrance off Candie Road. Guide dogs are permitted.

Guernsey Pearl

Rocquaine Road, St Peter's ☎ +44 (0) 1481 266404

Large gravel car park with reserved parking for disabled people and a ramp at the main entrance door, with good access to all areas. All showroom cabinets can be viewed from wheelchair level. There are catering facilities and assistance will be given if required. Guide dogs welcome.

Hauteville House

38 Hauteville, St Peter Port ☎ +44 (0) 1481 721911

Victor Hugo's home of exile for 14 years. Public parking is available in the street near the House, but can be quite restricted. There are steps at the entrance, but once inside, the ground floor is accessible with stairs leading to the first and second floors making them unsuitable for wheelchair users.

Oatlands Village

Les Gigands, St Sampson's ☎ +44 (0) 1481 249 488

Reserved parking for disabled people. Gravel route to a level entrance. Shops in the complex include clothes shops, tearooms, chocolate shop, silver and goldsmiths, tropical fish and aquatic shop, gift shop, children's' activities, and a dolls 's house collection. There are no corridors, only doorways, with the narrowest being 762mm. The first floor units are not accessible. And there are some small steps to the ground floor workshops. The entrance to the catering facilities is small and there is one step but assistance is readily available. A disabled toile is situated on-site and a public telephone standing 1371mm high is also available. Guide dogs are permitted.

The Guernsey Tapestry

St James, College Street, St Peter Port ☎ +44 (0) 1481 727106

Entrance to the Tapestry is through the front entrance rather than the side entrance, which has steps. There is a lift, which will take disabled visitors to the Tapestry as well as to the disabled person's toilet. Guide dogs are welcomed.

Port Soif Nature Trail

Designed with the needs of disabled people in mind, this Nature Trail follows the perimeter of a football ground and includes a pond and small area of marshland, making it an important habitat for plant, pond and other wildlife.

PLACES OF WORSHIP

A leaflet giving details of services has been produced by the Guernsey Council of Churches for the guidance of visitors. This leaflet is available from the Guernsey Information Centre on the seafront of St Peter Port or the Airport Information desk.

OTHER FACILITIES

Beau Sejour Centre

Amherst, St Peter Port ☎ +44 (0) 1481 747210 www.freedomzone.gg

Beau Sejour is Guernsey's premier centre for sport, leisure and entertainment. Set in its own parkland it has a large car park with a special area set aside for disabled parking, adjacent to its main entrance. The Centre is fully accessible to wheelchair users, with lifts being operational to all three floors. Wheelchair accessible toilets are available with a side transfer toilet also being provided in the Concourse area. An induction loop for the hard of hearing is installed in the Theatre/ Cinema and its auditorium is designed to take up to 11 wheelchairs. Special arrangements can be made for wheelchair users attending concert performances in the Sir John Loveridge Hall. A hoist is available by prior arrangement to help disabled people in and out of the swimming pool and a disabled shower cubicle and changing cubicle are provided in the Family Change. In addition, Beau Sejour has a fully equipped gymnasium suitable for use by disabled people.

Ron Short Centre

Beau Sejour, St Peter Port ☎ +44 (0) 1481 724333

The purpose built Ron Short Centre adjoins the Beau Sejour Leisure Centre. The Ron Short Centre is the headquarters of the Guernsey Society for the Physically Disabled, which runs a workshop for disabled people, a youth club, men's and women's afternoon social meetings and a swimming club for disabled people on Thursday evenings. Assistance with transport, collection / delivery to the Airport or Harbour can be arranged for groups with Wheelchairs. Parties or individuals are welcome to attend any function the Society may have on whilst visiting the Island. A wheelchair accessible toilet is also available.

Mallard Cinema

La Villiaze, Forest ☎ +44 (0) 1481 266366

Limited car parking is available outside the cinema. No spaces are reserved for disabled people, but you can drive outside the cinema entrance to 'drop people off'. There is ramp access all the way along the building for easy entrance. The Mallard has four screens; two are located on the ground floor, which have level entrances and spaces for wheelchair users. There are two screens located on the first floor where there are twenty steps to negotiate, with handrails on the stairs and two steps into each of these cinemas. A disabled persons toilet, which has correct support rails is on the ground floor. There is a refreshment stand located on the ground floor also, but there are no table and chairs.

St James Concert and Assembly Hall

St Peter Port ☎ +44 (0) 1481 711360

The former Church of St James The Less is now a splendid concert and assembly hall. The main hall is easily accessible and includes a wheelchair accessible toilet. At the rear of the main hall and adjoining it is the Dorey Room, used as a bar area and for various other functions. The Dorey Room can only be reached by going down four steps. Parking for St James can be difficult but there is room for two cars for disabled people in the forecourt (leaving room for the emergency services) but prior arrangement is necessary. An induction loop for the hard of hearing is installed in the main hall.

Princess Royal Centre for Performing Arts

St Peter Port ☎ +44 (0) 1481 749999

As Guernsey's first multi-functional performance space and teaching facility, the Princess Royal Centre for Performing Arts complements the other venues across the island. The triple height auditorium can seat an audience of up to 400, and can be accessed at both ground floor and first floor level by lift and stairs. Two disabled parking spaces at the side of the building, lowered pavement at the front of the building.

Guille-Alles Library

Market Street, St Peter Port ☎ +44 (0) 1481 720392

Access for wheelchairs is through a special entrance (up a ramp) in the wall of the French Halles. In case of difficulty with the door there is a bell to call for assistance. Inside there is a large lift giving access to most areas of the library.

Priaulx Library

Candie Road, St Peter Port ☎ +44 (0) 1481 721998

Parking in the grounds for library users. Access to the ground floor with assistance from staff who will deliver research material to readers.

Grow Limited

Petits Quartiers Vineries, Coutanchez, St Sampson's ☎ +44 (0) 1481 721865

Grow Limited is a limited company wholly owned by the 'Guernsey Society for People with a Learning Disability'. It provides a sheltered environmental workshop where handicapped people can undergo horticultural training. The trainees produce a variety of crops that include salad crops, pot plants and flowers. The produce is sold to islanders and is also exported. The vineries are accessible throughout, with special toilets and are an ideal place to purchase top quality horticultural produce.

SPORT FACILITIES

Guernsey Specials Gym Club

Sarah Bamford (Chairperson) Tel. +44 (0) 1481 238846 Email:sarahannbamford@cwgsy.net

Guernsey Sports Association For The Disabled

Mrs Christine Le Prevost Tel. +44 (0) 1481 258819 (Meetings every Friday at KGV)

Guernsey Riding For The Disabled

Debbie Betts (Chairperson) Tel. +44 (0)1481 238877 Email:betts@guernsey.net

Special Olympics (Guernsey)

Matt Mason Tel. +44 (0) 1481 724905

EQUIPMENT HIRE

St John's Healthcare Equipment Centre carries a range of spares and are able to carry out most small repairs. The Healthcare Equipment Centre has a fully accessible showroom. It stocks a range of specialist equipment including wheelchairs for sale and hire. Early booking of equipment is recommended.

St John Ambulance and Rescue Service Health Care Equipment Centre

Rohais, St Peter Port:

☎ +44 (0) 1481 729268

Fax +44 (0) 1481 700947

www.ambulance.gg/hec.html

Oxygen Supplier

Michael Bichard ☎ +44 (0) 7781 164184

He will accept UK prescriptions and prefers advanced bookings.

BAYS & BEACHES

L'Ancrese / Pembroke, Vale

Large Seaside Award winning sandy beach with adjoining car parks and slipways at either end of the beach, providing access for wheelchair users. Disabled toilets and a kiosk are situated at the Mirage cafe on the western side of the beach, with A/B toilets at the east end of the beach, next to another kiosk.

Chouet, Vale

Large car park, with slipway leading to hard sand on the beach. A wheelchair accessible toilet, kiosk and tearoom are all nearby.

Ladies Bay, Vale

Large sandy bay, accessed by slipway from the adjoining car park. Able-bodied toilets are situated nearby.

Port Soif, Vale

A small, Seaside Award winning sandy bay, with toilets and a kiosk. Access to the beach is however difficult.

Grandes Rocques (Saline Bay), Castel

Large sandy beach, accessed by soft sand covered path with steps next to the beach kiosk, or via a steep access ramp from Saline Car Park. Able-bodied toilets are situated near to the kiosk. A small slipway also provides access to the beach near to the junctions with La Route de la Mare de Carteret.

Cobo, Castel

Seaside Award winning, large sandy bay, with a car park situated near to a kiosk, able-bodied toilets and slipway at the southern end of the beach. There is another slipway situated at the northern end of the beach, at Cobo Village Centre, with parking next to the supermarket.

Vazon Bay, Castel

Large, Seaside Award winning beach, with adjoining car park, beach kiosk, disabled toilet and slipway. The slipway is long and shallow leading to firm sand, making it ideal for wheelchair users.

L'Eree, St Peter's

Seaside Award winning large sandy bay with a slipway at the northern end. There are two large car parks, a kiosk, a café and able-bodied toilets all nearby

Rocquaine Bay, St Peter's

Large sandy bay with slipway access at either end of the beach. Parking is available between the two slipways and a kiosk and toilet facilities are situated at the southern end of the beach.

Portelet Bay, Torteval

Seaside Award winning, small, sandy beach with parking 100 metres from steep cobbled slipway, providing access to the beach. A kiosk and able-bodied toilets are situated nearby.

Petit Bot, Forest

Seaside Award winning sandy cover at the bottom of a long, steep hill. Car parking is available on the valley road, and access to the beach is rather limited due to the cobbled slipway leading to pebbles. A tearoom and toilet facilities are situated at the top of the slipway, however the beach is not really suitable for wheelchair users.

Saints Bay, St Martin's

Steep hill down to cove with kiosk and able-bodied toilets. Although there is a slipway, the cove is not very sandy and is therefore not suitable for wheelchair users.

Moulin Huet, St Martin's

A sandy cove with a car park 800 metres away. The access lane is steep, with approx. 20 steps at the end to the beach. Kiosk and able-bodied toilets 180 metres from the top of the steps. Not recommended for wheelchair users. There are specially adapted toilets in the car park for disabled people. The wooded valley and water lanes are very attractive.

Petit Port, St Martin's

Large sandy cove reached by 306 steps so not surprisingly Petit Port is not really suitable for wheelchair use.

Fermain Bay, St Martin's

Reached by a steep valley road, this is one of Guernsey's prettiest bays. 'Vehicular access is strictly by permit only. Disabled badge holders are able to obtain permits from the Traffic Services Section of the Environment Department (tel. +44 (0) 1481 243400) to be able to be dropped off/collected at the bay. There are toilets and a café at the top of the slipway. The beach is a pebble beach and has gained a Seaside Award.

Havelet Bay, St Peter Port

Sandy beach in St Peter Port, South of the harbour and accessible by a slipway.

TOILETS

This section attempts to bring together some information on the location of wheelchair accessible toilets in Guernsey. Such toilets are found in external locations and also within the public areas of hotels, visitor attractions and other places. However, there are some wheelchair accessible toilets that have not been mentioned in this guide, as the number of wheelchair accessible toilets on Guernsey continues to increase.

Since 1991 toilets in external locations administered by the States of Guernsey have been fitted with RADAR National Key Scheme locks. These toilets are kept locked and can only be opened using the RADAR universal key. Visitors to Guernsey are recommended to consider bringing their own RADAR keys with them, which can be purchased from RADAR. RADAR is located at **12 City Forum, 250 City Road, London, EC1V 8AF ☎ + 44 (0) 171 250 3222**.

The RADAR National Key Scheme gives access to over 4000 disabled toilets throughout the UK. RADAR publishes a NKS guide showing their location.

Keys are available from the Guernsey Information Centre for FREE. Also available from the Information Desk at the Airport

The following toilets are in public places and fitted with radar national key scheme locks. (Wheelchair accessible toilets in Guernsey where lateral transfer is possible).

St Peter Port

Bus Terminus
Castle Emplacement – key available from the kiosk
La Valette Bathing Pools
North Beach Car Park
Victoria Pier (Crown Pier)

St Sampsons

Delancey Park
North Side, The Bridge
The Crocq, Southside, The Bridge

Vale

Bordeaux Harbour
Chouet Beach

St Martins

Jerbourg Point
Moulin Huet Bay, Car Park

Castel

Saumarez Park, Key available from the Tea Rooms
Vazon Bay, Key available from the kiosk

St Pierre du Bois

L'Eree Bay

The following public toilets do not need radar keys:

Public Buildings

Airport Terminal, Forest
Beau Sejour Leisure Centre, St Peter Port
Grow Ltd, St Sampsons
Guernsey Information Centre, St Peter Port
Harbour Terminal, St Peter Port
Police Headquarters, Hospital Lane
Princess Elizabeth Hospital
Sir Charles Frossard House
St James Concert Hall
Cable and Wireless, Centenary House
Cable and Wireless, Upland Road
Vale Douzaine Room
Vehicle Registration Department, St Sampsons

Hotels

La Villette Hotel, St Martins
Peninsula Hotel, Vale
St Pierre Park Hotel, St Peter Port
Old Government House Hotel

Attractions

Bruce Russell & Son, St Saviours
Guernsey Museum, St Peter Port
Guernsey Pearl, St Peter Port
Millennium Tapestry, St James
Oatlands, St Sampsons

Restaurants

The Mirage Beach Café, Pembroke Bay.

Health and Treatment

Guernsey's Health Service is not part of the UK National Health Service.

Medical insurance is strongly recommended.

Primary care doctors, dentists and other health professionals, such as physiotherapists, are in private practice and all patients are required to pay for treatment. This can be at a surgery, at your temporary residence or at the Princess Elizabeth Hospital including Accident & Emergency.

There is no reciprocal health agreement between Guernsey and the British Government. This means that UK residents travelling to the islands will also be charged for medical treatment within a hospital. There are a limited number of exceptions for certain contagious diseases and compulsory psychiatric treatment.

There are also charges for the ambulance service and repatriation, to where you are ordinarily resident, if required.

Medical insurance is strongly recommended.

Policies should be checked to ensure that cover is provided for travel to the Channel Islands, and for stays in the kind of accommodation you have chosen including staying with friends and family.

For further information please contact the Health and Social Services Department on +44 (0) 1481 725241 ext 4711 e-mail: baylett@hssd.gov.gg or visit www.gov.gg/health and see 'information for service users'.

Countries which have a service agreement are: Australia, Austria, Barbados, Iceland, Jersey, New Zealand, Portugal and Sweden.

However, visitors from these countries will be charged for the same aspects of treatment as a local resident, which includes treatment by a GP and ambulance service.

HOW TO OBTAIN MEDICAL TREATMENT

Visitors should telephone one of the following local surgeries each of which provides 24-hour medical cover and the doctor will arrange hospital treatment and transport by ambulance if necessary.

Cobo Health Centre

Route de Carteret, Cobo, Castel, GY5 7HA, ☎ +44 (0)1481 256404

Parking is available at the surgery, with a sound route to a ramped entrance. The reception and waiting area is all open plan, with the reception desk being 990mm high and a public telephone, 1168 mm above floor level. There are four ground floor consultancy rooms, with doorframes being 736mm wide. Guide dogs are permitted and there is a dispensary on the premises.

L'Aumone Surgery

L'Aumone, Castel, GY5 7RU ☎ +44 (0) 1481 256517

On-site parking is available at the surgery, with one step at the entrance. Access from the entrance to the waiting room is level, with the reception desk being 1092mm high. A public telephone that is 1524mm from the floor along with a toilet (door width 686mm) is available for use. There are six ground floor consultancy rooms, with the door widths being 825mm. Guide dogs are permitted and there is also a dispensary located on the premises.

Longfrie Surgery

La Route du Longfrie, St Pierre du Bois, GY7 9RX ☎ +44 (0) 1481 264185

Parking is available at the surgery, with a level entrance. There is level access from the entrance to the waiting room and the reception desk is 1168mm high. All consultancy rooms are on the ground floor with width of door being 711mm. A patient's toilet is available and again the door width is 711mm. A dispensary is located on the premises and guide dogs are allowed inside.

Pier Steps Surgery

High Street, St Peter Port, GY1 2JT (below Boots the Chemist) ☎ +44 (0) 1481 711237

There is parking for disabled people in the Town Church Square. Enter Boots via the High Street and use the lift up to the surgery,

Queen's Road Medical Practice

Queens Road, St Peter Port, GY1 IRH, ☎ +44 (0) 1481 724184

Reserved parking for disabled people is available outside the surgery, with a sound route to the ramped entrance. There are two ground floor consultancy rooms on the premises, with one of the rooms having a door width of 780mm. Once inside, you will find level access from the entrance through to the waiting room, with the reception desk standing 920mm above floor level. A public telephone is available for your use, as well as an on-site dispensary. Guide dogs are welcome inside the surgery.

Rohais Health Centre

Rohais, St Peter Port, GY1 1FF, ☎ +44 (0) 1481 723322

There is designated parking for disabled people, with a sound route to a ramped entrance. There is level access from the entrance to the waiting room. The reception desk is 1008mm high. There is also a public telephone that is 1330mm from the floor. All consultancy rooms are on the ground floor and doorframes are 780mm wide. There is a disabled person's toilet, which is fitted with the correct support rails and space designated to accommodate a wheelchair. Guide dogs are permitted and there is a dispensary on the premises.

St Martin's Health Centre

Galleries du Manoir, St Martin's, GY4 6DA ☎ + 44 (0) 1481 237757

Reserved parking for disabled people is available outside the surgery, with a sound route to a ramped entrance. There are two ground floor consultancy rooms, both of which have a door width of 780mm. The surgery has a public telephone (1132mm above floor level), and level access throughout the entrance, waiting room and reception area, with the reception desk being 920mm high. You will find a dispensary on the premises and guide dogs are welcome inside the surgery.

The Medical Specialist Group

Alexandra House, Les Frieteaux, St Martin's, GY1 3EX, ☎ +44 (0) 1481 238565

The surgery has designated parking for disabled people, providing a sound route to the ramped entrance of the building. There is level access from the entrance to the waiting room and to the fourteen ground floor consultancy rooms, each with a door width of 780mm. The reception desk is lowered on one side, where it is 400mm high for your convenience. Patient's toilets including a disabled person's toilet with the correct support rails as well as door and space to allow wheelchair access are located within the building. There is use of a public telephone and guide dogs are welcome onto the premises.

St Sampson's Medical Centre

Grandes Maisons Road, St Sampson's, GY2 4JS, ☎ +44 (0) 1481 245915

Reserved disabled parking is available, with a sound route to the entrance of the surgery. Once inside, you will find level access from the entrance to the waiting room and the main reception desk, which is 1010mm high. A public telephone is provided, (590mm above floor level) and the toilet is fitted with a support rail and an 890mm wide door. Nine ground floor consultancy rooms, with a door width of 790mm are accessible to wheelchair users. Guide dogs are permitted in the surgery and an on site dispensary is provided.

Princess Elizabeth Hospital

Le Vauquiedor, St Andrews, GY4 6UU, ☎ +44 (0) 1481 725 241

The Accident and Emergency Department at the Princess Elizabeth Hospital is manned 24 hours a day by doctors in private practice. Visitors are advised to contact a surgery for routine health problems, rather than go to A & E, which should only be used for emergencies. In an emergency telephone ☎ **112 or 999** or ☎ **725111** for the ambulance service.

CHEMISTS

There are a number of chemists available in the islands and they are open during normal shopping hours Monday - Saturday. On Sundays and Bank holidays a rota system operates. Information on which chemists are available can be obtained by telephoning the hospital services on ☎ +44 (0) 1481 725 241 or the Guernsey Information Centre.

DENTISTS

In a dental emergency call the hospital on ☎ +44 (0) 1481 725241 and the switchboard operator will advise you of the dentist 'on call'. In non-emergency situations contact one of the dental surgeries below for an appointment.

Albany House Dental Practice

Bosq Lane, St Peter Port, ☎ +44 (0) 1481 728701

Parking is available and there is a level entrance with one step going down into the surgery. There are two ground floor consultancy rooms, which have 838mm wide doorways. The toilet has a door width of 699mm. Guide dogs welcome.

The Queens Road Dental Centre

Queens Road, St Peter Port, GY1 1RH ☎ +44 (0) 1481 721691, www.qrdc.net

Easy on-site parking, with a level entrance to the building. The three ground floor consultancy rooms all have a door width of 720mm. Guide dogs are permitted and the toilets have a door width of 740mm.

Dental Surgery

La Parchonnerie, Les Rouvets, Vale, GY6 8NQ ☎ +44 (0) 1481 254929

Parking is available on-site is one step at the entrance. There are two ground floor consultancy rooms with doorways being 720mm wide. Toilets on the premises and their doorways are 660mm wide. Guide dogs are allowed inside.

Chertsey House Dental Group

Les Cornus, St Martin's, GY4 6PR, ☎ +44 (0) 1481 237781

On site parking is available, with a ramped entrance to the building. All rooms are on the ground floor, and have doorways 700mm wide. The toilet has a door width of 650mm, and guide dogs are permitted inside the premises.

Cleveland House

La Grande Rue, St Martin's, GY4 6LQ ☎ +44 (0) 1481 239060

Parking is available outside the surgery, with two steps at the entrance of the building. There are three ground level consultancy rooms, and a toilet, all of which have 750mm wide doorframes. Unfortunately, due to the steps at the front of the building, wheelchair users may find it difficult to access the surgery. Guide dogs are welcome.

Rue Maze Dental Practice

Lindfield, Rue Maze, St Martin's, GY4 6LJ ☎ +44 (0) 1481 238753

On site parking is available for patients. The entrance to the building has one step, however level access is available from the rear of the building for wheelchair users. There are three ground floor consultancy rooms with door widths of 720mm. The toilet has a very narrow doorframe of just 600mm wide. Guide dogs are welcome on the premises.

Temple View Dental Practice

Rue des Camps, St Martin's, GY46AA. ☎ +44 (0) 1481 232929

There is specially designated parking for disabled people leading to a level entrance. All consultancy rooms are ground floor and all are fully wheelchair accessible. A disabled toilet is available and guide dogs are welcomed.

King's Mills Dental Surgery

King's Mills, Castel, GY5 7AN. ☎ +44 (0) 1481 255311

There is parking available outside the surgery. The entrance to the building is level, but there are some steps from reception to the waiting area. Two of the four ground floor consultancy rooms have doorframes measuring 900mm in width. The practice has a toilet, with a ramped entrance and a door width of 711mm. Even though the surgery is an old converted farmhouse and wheelchair manoeuvring can be difficult, it is not impossible. The steps from the reception area are wide and wheelchair users do utilise the premises. Guide dogs are permitted.

Halfway Dental Practice

Vale Road, St Sampson's, GY2 4DG, ☎ +44 (0) 1481 245300

Parking is available leading to a three-stepped entrance with a grab-rail. The three ground floor consultancy rooms each have a door width of 710mm. The toilet also has a door width of 710mm. Guide dogs welcome.

N.B. Many surgeries do not have disabled toilets or are well equipped to cope with wheelchairs. The Rohais Dental Practice, Ash Foster and Harding Dental Practice and Roseneath Dental Practice all in St Peter Port are not listed, as they are unsuitable for wheelchairs. There is however, a School Dental Clinic based at Princess Elizabeth Hospital where all the needs of disabled people can be met. ☎ +44 (0) 1481 725241.

SPECIAL TREATMENT CLINIC

Orchard Sexual Clinic, Castel Hospital, Castel ☎ +44 (0) 1481 707707

This clinic specialises in sexually transmitted diseases. It is fully wheelchair accessible

Opening times - APPOINTMENT Clinic:

Monday and Tuesdays 8.30am until 19.00, last appointment at 18.30

Wednesday and Thursdays 8.30am until 14.00

WALK-IN Clinic:

Thursday: 12pm to 1.15pm

MEDICAL TREATMENT ELSEWHERE

There are no hospitals or doctors surgeries/ dental clinics on the Islands of Herm or Sark. Alderney however has the following doctor's surgeries and information on local dentists can be obtained from these.

Eagle Medical Practice, Stefan House, Ollivier Court, Ollivier St ☎ +44 (0) 1481 822494

Island Medical Centre, Sundial House, Les Rocquettes ☎ +44 (0) 1481 822077

Anyone requiring further information about the UK/ Channel Islands Health Service Convention, or any of the other agreements should contact the Health and Social Services Dept, Le Vauquiedor, St Martins, GY4 6UU ☎ +44 (0) 1481 725241.

LOCAL AUTHORITIES

Police Headquarters

Hospital Lane, St Peter Port, GY1 2QN ☎ +44 (0) 1481 725111

A flat, level area is provided for visitor parking on the forecourt but this area is small and may sometimes be filled to capacity. Access to the enquiry office at the Police Headquarters is provided by means of a platform lift alongside the main front steps that is specifically designed to accept wheelchairs. A buzzer is placed at a suitable height so that any user can attract the attention of staff in the enquiry office who will then activate the lift. There is an easily accessible toilet near the enquiry desk designed and intended solely for the use of disabled persons. A lift also serves the other floors of the station but these are not normally open to the public.

Sir Charles Frossard House

La Charroterie, St Peter Port, GY1 1FH ☎ +44 (0) 1481 717000

This building accommodates a number of States Departments on seven levels. Access to most areas of the building is facilitated by two lifts, one travelling from level 2 upwards and the other from level 3. The building has two main entrances, both suitable for the physically disabled, one on level 3 from the Charroterie and one from the car park on level 2. Car parking spaces for the disabled are located in the short-term parking area adjacent to the level 2 entrance. There is also an accessible toilet located on level 2.

Social Security Department

Le Truchot, St Peter Port, GY1 3WH ☎ +44 (0) 1481 720500

Public entrance is on ground floor level and there are lifts to other public areas on levels 2 and 3. Extra wide doors have been fitted so that wheelchairs can easily pass through. The counters are not especially low but people in wheelchairs are visible over them.

Environment Department

Bulwer Avenue, St Sampsons, GY1 3HY ☎ +44 (0) 1481 242212

Access is via two steps or a ramp and wide double swing doors. There are no level counters however there is an interview room available and there is wheelchair access to the driving license photo booth. A wheelchair accessible toilet is available.

Guernsey Information Centre

North Plantation, St Peter Port, GY1 2LQ ☎ +44 (0) 1481 723552

The Guernsey Information Centre is accessible by six steps or a platform lift (follow instructions for calling lift and opening the door – press buttons firmly). Take care on forecourt, as flagstones are uneven. The Guernsey Information Centre, which is on the ground floor, is completely accessible and features displays that are changed regularly showing aspects of Guernsey and its people. The Centre also has an accessible toilet.

Princess Elizabeth Hospital

Le Vauquiedor, St Andrews, GY4 6UU ☎ +44 (0) 1481 725241

The Princess Elizabeth Hospital is generally accessible throughout. Access at the main entrance is completely flat and lifts are available in the reception area to all upstairs wards and departmental areas. There is a disabled person toilets situated near the main entrance.

The approach to the Accident and Emergency Department is via a separate roadway and flat access to automatic doors at the entrance to the department. Other entrances to the hospital are ramped and in addition there are designated car parking spaces for disabled people at entry points.

Royal Court House

St Peter Port ☎ +44 (0) 1481 726161

There is on-the-street parking nearby. The entrance is level from New Street and a lift is available to the public viewing gallery. There is a wheelchair accessible toilet. Prior notice should be given if you wish to visit the Royal Court House.

Telecommunications

Sure Telecommunications

Upland Road, St Peter Port, GY1 3AB. ☎ +44 1481 700700

Full wheelchair access to the phone shop via a purpose built ramp is provided, plus access to a specific disabled toilet facility.

Sure Telecommunications

Centenary House, La Vrangue, St Peter Port, GY1 2EY ☎ +44 (0) 1481 700700

Full wheelchair access via the reception area to the whole of the ground floor, which includes the stores, sales, training and demonstration areas. A disabled toilet facility is also available.

Wave Telecom

24 High Street, St Peter Port GY1 2JU ☎ +44 (0) 1481 818181

No wheelchair access

Airtel – Vodafone

45 High Street, St Peter Port, GY1 1JT ☎ +44 (0) 1481 230030

There is a ramp on request

The majority of public telephone kiosks allow wheelchair access. A Minicom telephone line is provided to allow deaf people to communicate with Cable and Wireless. Big button telephones are for sale to assist the partially sighted. Most telephones including public Kiosks have the 5 button marked to enable blind people to use the telephone.

USEFUL CONTACTS

For details that may not be included within this booklet, please find some useful contacts below:

Guernsey Information Exchange

Guernsey's centre for information on disability and health matters.

Beau Sejour, Amherst, St Peter Port, GY1 2DH

☎ +44 (0) 1481 707470 Fax +44 (0) 1481 701310

E-mail: info@information-exchange.org, Website: www.healthtravel.org/

Guernsey Information Centre

North Plantation, St Peter Port, GY1 2LQ

☎ +44 (0) 1481 723552 Fax +44 (0) 1481 714951

E-mail enquiries@visitguernsey.com, Website: www.visitguernsey.com

Guernsey Blind Association

Four Cabot, Rue de la Bouillerie, St Andrews, GY6 8XE

☎ +44 (0) 1481 236933 Fax +44 (0) 1481 236932

www.guernsey.net/~gba/

Guernsey Hard of Hearing Association

Santanda, Mandly Beech Estate, St Peter Port, GY1 1GQ
☎ +44 (0) 1481 710149 Fax +44 (0) 1481 728494

RAMP

Correspondence: c/o Jackie Tebbut, Ron Short Centre for the Disabled, Beau Sejour, GY1 2DH
Secretary: Pat Wisher, Tel. +44 (0) 1481 268088 Email: patricia.wisher@virgin.net

MAPS

There are no specifically large print maps of the island. However, a tactile map of St Peter Port is available, as well as a detailed road map of Guernsey in 6 volumes with places of interest. Both of these are available on loan free of charge from the Guernsey Information Centre, St Peter Port or from the Guernsey Blind Association on +44 (0) 1481 236999.

Every effort has been made to ensure that the information in this booklet is accurate. Culture & Leisure cannot be held responsible for any changes or omissions or the results therefore.

Guernsey Information Centre

North Plantation

St Peter Port

Guernsey

GY1 2LQ

Tel. +44 (0) 1481 723552

Fax +44 (0) 1481 714951

www.visitguernsey.com

Email: enquiries@visitguernsey.com