

# Accessibility at Aqueduct Marina

January 2026

# *Our Commitment to Accessibility*

Aqueduct Marina welcomes disabled visitors and people with long-term health conditions.

We are committed to improving access and reducing barriers across our site. This accessibility guide is designed to help you plan your visit and decide whether Aqueduct Marina is right for you.

This information is based on an independent customer experience audit carried out in August 2025 by Disability Positive, a disabled-led charity. The audit was conducted by people with lived experience of disability.

We recognise that everyone's access needs are different. If you have questions or would like to talk through your requirements before visiting, please get in touch — we are happy to help.





# Before your visit

We know that having clear information in advance can make a big difference.

This guide explains:

- What is currently accessible
- Which routes are easier to use
- Where there may be barriers
- What support is available on site







# Parking

- The main car park has a tarmac surface
- There are currently 4 designated accessible (Blue Badge) parking spaces
- These spaces are marked with wheelchair symbols painted on the ground
- Hatch markings are provided on one side and at the rear of each bay

## Things to be aware of

- Accessible spaces are not currently signposted
- Hatch markings are not on all sides, so manoeuvring space may vary
- Accessible bays can become full during busy periods





# Routes from the car park

From the car park, you can reach the café, chandlery and canal basin via concrete ramps.

- Ramps are step-free and usable by wheelchair users
- Gradients are manageable but may require assistance for some people
- Ramps are not currently signposted and do not have handrails
- Some level changes are not clearly marked

If you are unsure which route is best for you, staff will be happy to help.



# Cafe Access

## Entering the Café

- Step-free access via double doors
- Small lip at the entrance
- Doors are manual (not automatic)
- Wheelchair users may require assistance to open doors



## Inside the Café

- Spacious seating areas with good circulation space
- Tables are suitable for standard wheelchairs
- Table service is available, so you do not need to carry food or drinks
- The service counter does not currently have a lowered section
- There is not currently an induction loop present



# Accessible Toilet

- The accessible toilet is located inside the café building
- This is currently the only accessible toilet on site
- The door is manual
- The cubicle provides adequate space for wheelchair users
- Transfer from wheelchair to toilet is possible from one side only
- Sink is positioned away from the toilet and uses non-lever taps

If you have specific transfer or space requirements, please contact us before your visit.





# Chandlery Access

- Step-free route from the car park
- The path includes a noticeable drop in level, which is currently not clearly marked
- Entrance door has a lip and is manual
- Assistance may be required to enter independently
- Once inside, the chandlery is generally easy to move around.



# Marina Basin Access

There are several routes to the canal basin, with different levels of accessibility.

## Routes with Steps

- Some access points use steps with handrails
- These routes are not suitable for most wheelchair users or people with mobility impairments



## Step-Free Routes

A ramped route past the chandlery exists, but:

- The gradient is steep
- The surface is loose gravel
- There are no handrails
- There is a significant level change at the top of the slope





# Marina Basin Access

## Most Accessible Route

Continuing past the café building leads to a more accessible path

This route:

- Has a more even surface
- Includes benches for rest
- Leads to level paths around the canal basin
- This route is not currently signposted, but staff can point it out.





# Around The Marina

- Paths around the lower basin are generally firm and even
- Seating is available along some routes
- Jetties are narrow, which may make boat access difficult for visitors using mobility aids
- There is currently no widened or accessible jetty



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## Picnic Areas

- Picnic tables are available around the canal basin
- Some picnic areas require crossing grass surfaces
- Accessibility may vary depending on weather conditions
- There is currently no dedicated path to all picnic areas



# Camping Area

- The camping area is currently not accessible for wheelchair users
- Routes involve gravel and grass surfaces
- Toilet and washing facilities are accessed via steps
- Surfaces are wooden and may become slippery when wet
- There is no accessible toilet or washing facility within the camping area
- Visitors who require accessible facilities would need to use the accessible toilet in the main building





# Communication & Contact

If you have access requirements or questions about your visit, we encourage you to contact us in advance.

Current contact options:

Telephone – 01270 525040

Email – [info@aqueductmarina.co.uk](mailto:info@aqueductmarina.co.uk)

We are also available via our online contact forms or our website live chat.





# Ongoing Improvements

Accessibility is an ongoing process. Aqueduct Marina is committed to:

- Acting on the recommendations from Disability Positive
- Improving physical access, signage and information
- Providing clearer access information online
- Carrying out future accessibility audits
- Feedback from disabled visitors is welcome and helps us improve



The background is a solid dark blue. On the right side, there are several overlapping geometric shapes: a large triangle pointing upwards, and below it, two concentric circles. These shapes are rendered in a lighter shade of blue, creating a layered effect.

Thank you for reading  
We hope to welcome you soon