

## Public Access Statement 2020

We aim to provide an excellent service to all our visitors and continually strive to improve the access for disabled customers.

### Opening Times:-

Weekdays 8.30am-10.30pm

Weekends by arrangement. Phone transferred to a member of staff at weekends and Bank Holidays.

Bookings by phone anytime Tel.01638 508212 or by email [office@ellesmerecentre.org.uk](mailto:office@ellesmerecentre.org.uk) or in person at the office. Office opening hours weekdays 9am-1pm and 4-6pm.

### Parking Facilities

We have ample parking facilities at the Ellesmere Centre with 2 disabled bays. There is a ramp into the Centre from the car park through double doors into the Small Hall.

### Main Entrance & Reception

The reception area is entered through double doors from the car park and there is a button to press for assistance from reception. There are further double doors through to the shop, Post Office and Sports Hall but the second double doors are hooked back when the Centre is open. For those entering via the ramp into the Small Hall there is another ramp leading down into the reception area. The Sports Hall is entered through a further set of double doors. The main Centre is on one level with the exception of the Small Hall which is accessed via a ramp and the Gredley Room which has a short flight of stairs with hand rails on either side. Alternatively this room can be accessed via the adjoining door from the Small Hall.

### Fire Exits

Both Halls have 2 fire exits with double doors and the Gredley Room has 2 fire exits one of which has a double doorway.

**A Separate Disabled Toilet** is situated off the main corridor and has a large outward opening door with ample room for a wheelchair inside. It has an emergency cord if help is required.

**Our Baby Changing** area is large and extra strong to allow use with older disabled children.