Access Guide
Newquay

Accommodation
Attractions
Beach Access
Healthcare
Parking
Transport
Wheelchair & Scooter Hire
Electric Scooter and Wheelchair Hire

The Go Newquay, Shopmobility affiliated scheme provides motorised wheelchairs and mobility scooters for those with mobility problems. There are several scooters available for hire. Scooters generally need to be pre-booked at Visit Newquay Tourist Information Centre. Please call 01637 854020 or email newquay.tic@newquaycouncil.co.uk for more information.

The standard mobility scooters are intended for a weight of 17 stone or less. If you require a scooter to exceed this weight we have one that is available on request. Our mobility scooters are not collapsible and are not intended to be transported. The wheelchairs are collapsible and can be easily stored in a normal sized car boot.

We have limited space at the Tourist Information so we usually only have immediate access of one Scooter and two Wheelchairs available on a first come, first served basis. However, as demand can be high, it is advised to pre-book whenever possible. Scooters and wheelchairs can be delivered to accommodation with advance agreement (normally a minimum of one weeks notice). Scooters require a short time of tuition before they can be used, even if the user regularly uses such equipment.

PRICING: Wheelchairs require a £50 deposit (cash only) which is returned on return of the wheelchair. They are hired at £5.00 per day (also cash only). Mobility Scooters do not require a deposit and are charged at £10.00 per day, or £7.50 per day if you are a Shopmobility scheme member elsewhere in the country (proof required). Alternatively they can be hired for a full week for £50.00, or £37.50 if you are a member of Shopmobility elsewhere. Proof of Shopmobility membership is required.

INDEPENDENT LIVING: A shop in Newquay for equipment hire and mobility products for both hire and purchase.

Tel: 01637 498015
Independent Living, 3 St Georges Road, Newquay, Cornwall. TR7 1RE

(Please note these are not images of the models of scooter or wheelchair we hire)
PLACES TO STAY: Please contact the accommodation to discuss your specific needs.

Hotels & Guest Accommodation

The following Hotels and Guest House have accessibility.

**The Esplanade Hotel: Wet rooms and accessible rooms. Lift.**
**Address:** 9 Esplanade Road, Newquay, Cornwall TR7 1PS
**Tel:** +44 01637 873333
www.newquay-hotels.co.uk
info@newquay-hotels.co.uk

**The Headland Hotel & Spa: Accessible Rooms & Lift**
**Address:** Headland Road, Fistral Beach, Newquay, Cornwall TR7 1EW
**Tel:** +44 01637 872211
www.headlandhotel.co.uk
reception@headlandhotel.co.uk

**The Hotel Victoria: Lift & Accessible Rooms**
**Address:** East Street, Newquay, Cornwall TR7 1DB
**Tel:** +44 01637 872255
www.hotel-victoria.co.uk
bookings@hotel-victoria.co.uk

**The Fistral Beach Hotel & Spa: Accessible Rooms, some walk in showers and a lift**
**Address:** Fistral Beach, Newquay Cornwall TR7 1PT
**Tel:** 01637 852221
www.fistralbeachhotel.co.uk
reception@fistralbeachhotel.co.uk

**Best Western Hotel Bristol: One Fully accessible room. Walk in showers. Lift**
**Address:** Narrowcliff, Newquay, Cornwall TR7 2PQ
**Tel:** +44 01637 875181
www.hotelbristol.co.uk
info@hotelbristol.co.uk

**Whipsiderry Hotel:** Ground floor rooms with some wheelchair access.
**Address:** Trevelgue Road, Porth, Newquay, Cornwall TR7 3LY
**Tel:** +44 01637 874777
www.whipsiderry.co.uk
info@whipsiderry.co.uk

**The Glendeveor:** Wheelchair access and ground floor rooms but with no special adaptations
**Address:** 25 Mount Wise, Newquay, Cornwall TR7 2BQ
**Tel:** +44 01637 872726
www.glendeveornewquay.co.uk
enquiries@glendeveor.co.uk

**The Chynoweth Lodge:** Tel 01637 876684,
**Address:** Chynoweth Lodge, 1 Elliot Gardens, Newquay, Cornwall TR7 2QE
**Tel:** +44 01637 876684
www.chynowethlodge.co.uk
chynowethlodge@btconnect.com

**SELF-CATERING ACCOMMODATION**

Self-catering in Newquay is largely made up of Flats and Apartments or cottage type accommodation, which have limited accessibility. A search on www.visitnewquay.org will show available self catering accommodation. It would be a case of checking with the accommodation to check its suitability. **Porth Veor Villas Porth, Newquay TR7 3LW** Tel: 01637 873274 – Two Self catering Villas have easy ground floor access.

**Agencies that have ground floor accommodation or other options:**
Cornish Horizons: Tel - 01841 533331. Marsdens Holiday Cottages: Tel - 01503 289289
Self Cater Cornwall: Tel - 0845 500 2626. Blue Chip Holidays: Tel - 0330 134 6188

**HOLIDAY PARKS, CARAVANS & CAMPING**

Haven - Perran Sands Holiday Park, Perranporth. TR6 0AQ – Tel: 01872 573551
Fully accessible caravans specifically designed for wheelchair access with low surfaces etc. Please contact the holiday park as they have special advisors to help choose the correct accommodation for your requirements. Tel 0871 2301929
ATTRACTIONS NEWQUAY

Blue Reef Aquarium.
Towan Promenade, Newquay, Cornwall. TR7 1DU
Tel: +44 01637 878134

The Blue reef Aquarium is located at the base of cliffs at Towan Beach. From the main town centre there are steep steps, so wheelchair/scooter access is by the roadway. There is limited Blue Badge parking, we would recommend contacting them first to confirm availability or pre-book.

The attraction is almost entirely accessible with a ramped entrance and a lift to the first floor displays. The nursery tank area, consisting of 6 small tanks, is not accessible due to some steps. However, this is very small part of the entire aquarium attraction.

Newquay Zoo
Trenance Park, Newquay. Cornwall TR7 2LZ
Tel: +44 01637 873342

The Zoo is almost entirely wheelchair accessible. Only a raised viewing area, overlooking the Lynx enclosure, is up some steps so is not accessible.

Newquay Zoo is part of the accessible Trenance Leisure Park. This is about 20 minutes walk from the town centre. It is in a slight valley so roads down to it can be quite steep. It is accessible by an open sided ‘road train which has some wheelchair accessibility. The ‘Road Train’ runs on the hour, from the town centre. There is a Council Car Park nearby.

Trenance Leisure Park, Gardens & Boating Lake

Trenance Leisure Park consists of extensive gardens, a boating lake, child’s play area, Pitch & Putt, Miniature railway, bowling, the Heron Tennis Centre and the Waterworld Water Park. The area has tarmac paths and is mostly entirely on the flat.

Other attractions with accessibility in Cornwall

The Eden Project. Bodelva Par, St Austell, Cornwall PL24 2SG Tel: 01726 811911 Full access with wheelchair hire and powered wheelchair hire available

Lappa Valley Railway. St Newlyn East, Newquay TR8 5LX. Tel: 01872 510317. Full wheelchair access

Dairyland. Nr Newquay, Cornwall TR8 5AA. Tel: 01872 510246 Full wheelchair Access

This is only a small number of attractions in Cornwall. Due to the nature of some attractions they may only have part access. It is recommended to contact any attraction for specific information.
Newquay has a number of sandy beaches with differing levels of access. The following is intended to assist in your decision on accessing a beach. In many cases beaches can be accessed on the sand from the adjacent beach. However, most beaches are cut off from adjacent beaches at high tide (or even partial high tide) so please be aware of the tide times. Tide Timetables are available at Newquay TIC.

**Wheelchairs suitable for use on beaches**

Special wheelchairs suitable for use on the beach can be hired for use on **Towan Beach & Fistral Beach**. Wheelchairs for use on Fistral Beach are available to hire at the Fistral Beach Complex. £5.00 per day (inc. part days). There are two available from 9:00am to 5:30pm during the Summer season. They are intended for use on Fistral beach only. Please telephone 01637 850584 for details. Either the wheelchair it replaces is left as security or a form of ID. Wheelchairs for use on Towan Beach are available to hire at the Blue Reef Aquarium. Tel: 01637 878134. Either the wheelchair it replaces is left as security and/or a Photo ID or Credit card is taken (returned on return of the chair). Blue Badge holders can organise to park at the Blue Reef Aquarium’s private car park depending on space.

**Please note:** You MUST telephone the Blue Reef before driving there as there is a barrier to their private parking that needs lifting.

**Fistral Beach.** (¾ mile / 1 km from town centre)

One of Newquay’s main surfing beaches. Bordered by dunes, with limited access from the Fistral Beach Complex. A wheelchair with oversize tyres, suitable for use on the beach, is available to hire.

Please call to reserve (conditions apply) Tel: 01637 850584. £5 per day. Only to be used at Fistral Beach.

- **Access:** Good, via a shallow slope
- **Parking:** Within 50 Metres (55 yards)
- **Dogs:** All dogs allowed, all year
- **Bus:** No nearby bus stop
- **Cafe:** Within 50 Metres (55 yards)

**Newquay Harbour Beach (Central Newquay)**

Newquay Harbour and beach is surrounded by cliffs, with a very steep roadway and steps down to the beach and harbour. The steep roadway can be difficult for those in wheelchairs and those with limited mobility. The steep slope is also unsuitable for some low power Mobility Scooters. There is some parking available, including 2 disabled places. No beach wheelchairs are available.

- **Access:** Fair to Poor, via a steep slope or many steps
- **Parking:** 2 disabled parking spaces normally available
- **Dogs:** All dogs allowed, all year
- **Bus:** No nearby bus stop
- **Cafe/Restaurant:** By the beach.

**Towan Beach (Central Newquay)**

The closest beach to the town centre, with a shallow roadway slope down to the beach. A beach usable wheelchair is available to hire from the Blue Reef Aquarium: Tel: 01637 878134. Badge holders can use the Blue Reef Aquarium’s car park on request and has to be pre-arranged.

- **Access:** Fair, via a shallow slope
- **Parking:** Pre-arranged disabled parking only. Next to beach and within 20 Metres (22 yards)
- **Dogs:** All dogs allowed, all year
- **Bus:** No nearby bus stop
- **Cafe/Restaurant:** By the beach.

**Great Western Beach (Central Newquay)**

One of the closest beach to the town centre, with a fairly steep roadway slope down with no steps

- **Access:** Via a fairly steep roadway
- **Parking:** Private Parking
- **Dogs:** All dogs allowed, all year
- **Bus:** Bus stop with 50 metres at the top of the cliffs
- **Cafe:** None
**Tolcarne Beach (Central Newquay)**
A central beach, surrounded by steep cliffs. This is a developed beach with beach chalets and a restaurant complex. Only really accessible by car as the roadway slope is normally too steep for wheelchair access or those with limited mobility. There are also steep steps.

**Access:** Via a steep roadway or steps  
**Parking:** Next to Beach  
**Dogs:** Dog ban Easter to Oct. Guide dogs, Hearing dogs and other assistance dogs allowed  
**Bus:** At the top of the cliffs  
**Cafe:** Next to the Beach

**Lusty Glaze Beach. (¾ miles / 1 Km from town centre)**
Lusty Glaze beach is a privately owned beach with the Lusty Glaze Adventure Centre located there. Access is via very steep steps only or from other beaches at very low tide.

**Access:** Via steep steps only or adjacent beach at very low tide  
**Parking:** At the top of the cliffs  
**Dogs:** Dog ban Easter to Oct. Guide dogs, Hearing dogs and other assistance dogs allowed  
**Bus:** No nearby bus stop  
**Cafe:** Next to the Beach

**Porth Beach. (2 miles / 3 km from Newquay) – Probably the best access beach**
Another large, expansive beach without cliffs on the road side. There is a car park actually on the beach at the South end and there is a larger car park over the road at the other end of the beach.

**Access:** Very good, via a shallow slope or parking on the beach (South End).  
**Parking:** On the beach at the end of Porth Beach Road or over the road from the beach  
**Dogs:** Ban Easter to Oct. Guide dogs, Hearing dogs and other assistance dogs allowed  
**Bus:** Bus stop at North end but not South end where the beach parking is.  
**Cafe:** Within 50 Metres (55 yards)

**Watergate Bay. (4 miles / 6 km from Newquay)**
A very long beach with good access via the Beach Complex near the centre. The beach has fairly steep cliffs at each end.

**Access:** Via a steep roadway or steps  
**Parking:** Next to Beach  
**Dogs:** Dogs allowed all year  
**Bus:** At the top of cliff  
**Cafe:** Within 50 Metres (55 yards)

**Crantock. (2.5 miles/ 4km from Newquay)**
Another large, expansive, beach 2.5 miles (4Km) from Newquay town centre. It has a small car park with the main access to beach over a steep sand dune, therefore, no access for wheelchairs and poor mobility access.

**Access:** Poor, via a steep dune slope  
**Parking:** Within 50 Metres (55 yards)  
**Dogs:** Dogs allowed all year  
**Bus:** No nearby bus stop  
**Cafe:** Within 200 Metres (300 yards)
Disabled Parking - On street and Car Park rules for parking - Last updated: 27/03/2015

PLEASE NOTE NEW RULES FOR 2016: Nil and Disabled tax disc holder
If you’re a Nil and Disabled tax disc holder, you should continue to display your tax disc until it expires. After that you will need to register your vehicle’s details with Cornwall Council to continue parking for free in Cornwall Council car parks. Please see next page for details.

If you are visiting our area you still need to register with Cornwall Council prior to your visit.

On street parking restrictions are relaxed for blue badge holders.

What are the rules for on street parking?
If you display your blue badge correctly and your vehicle isn’t causing an obstruction, you can park in or on:
- Limited parking areas - for an unlimited time
- Yellow lines - for 3 hours or less
- Resident parking zones - for an unlimited time
- Disabled bays - for an unlimited time unless roadside signs show time limits

Blue badge holders can’t park in:
- An area where there is a loading restriction
- An area specifically reserved for other vehicles or purposes, such as taxi ranks, reserved spaces in car parks, bus stops or loading bays

You can find out more about where blue badge holders can park in the blue badge scheme rights and responsibilities leaflet.

What are the rules for parking in Council car parks?
You must display a valid blue badge with the clock showing when you arrived, whether you have to pay for parking or not. If you don’t correctly display your badge and clock, you may receive a penalty charge notice.

Blue badge holders must pay the normal parking fee unless:
- The vehicle displays a valid tax disc marked Nil and Disabled, or has registered with Cornwall Council as you no longer need to display a Tax disc (new from 2015)
- The vehicle is an especially adapted vehicle

Blue badge holders paying a parking fee automatically get one extra hour of free parking. For example, if you correctly display a blue badge and pay for 2 hours, you can park for 3 hours. You can park up to the maximum stay shown on the signs in the car park.

If no disabled spaces are available, you can park in a normal space as long as it’s not marked for other uses, such as reserved parking or loading areas.

How do I correctly display my blue badge and clock?
Display the blue badge on your dashboard or fascia panel so it can be clearly read through the windscreen. The front of the badge should face upwards, showing the wheelchair symbol.

You must display your clock with your badge when you park on yellow lines or in a disabled space with a time limit. Set the clock to show when you arrived and put it next to your blue badge on the dashboard or fascia panel.

If you don’t correctly display your badge and clock, you may receive a penalty charge notice.

Can I use my blue badge in private car parks?
It’s up to the car park owner to decide whether you can park for free or not. Check the signs in the car park.

Who can inspect a blue badge?
Police and civil enforcement officers can ask you to show your blue badge. It’s an offence if you don’t.

Where can I report a blue badge being misused?
Ring us on 0300 1234 121 or email travelassessment@cornwall.gov.uk. Please give us as much information as you can, including the name, serial number and expiry date on the badge. We’ll investigate and take appropriate action.
PLEASE NOTE THE NEW RULES FOR 2016: Nil and Disabled tax disc holder

If you’re a Nil and Disabled tax disc holder, you should continue to display your tax disc until it expires. After that you will need to register your vehicle’s details with Cornwall Council to continue parking for free in Cornwall Council car parks.

If you are visiting our area you still need to register with Cornwall Council prior to your visit.

Blue badge holders with Nil and Disabled tax discs are currently entitled to free parking in Cornwall Council car parks.

However, as vehicles no longer have to display a tax disc, it's difficult for us to identify those entitled to the free parking.

If you’re a Nil and Disabled tax disc holder, you should continue to display your tax disc until it expires. After that you will need to register your vehicle’s details with us to continue parking for free in Cornwall Council car parks.

Register your Nil and Disabled vehicle’s details with us

Up to two weeks before your tax disc expires, or if you’re visiting Cornwall on holiday, contact our Parking Service and give us your Nil and Disabled vehicle’s make, model and registration number.

Email: parkingservices@cornwall.gov.uk
Address: Parking Services, PO Box 664, TR1 9DH

Our Parking Service will check your vehicle’s details and add them to our system. This will let enforcement officers on patrol see that your vehicle is allowed to park for free in our car parks as long as a valid blue badge is also displayed.

If your vehicle isn’t displaying a Nil and Disabled tax disc or isn’t registered with us, you could receive a penalty charge notice if you park without paying in our car parks. You could also receive a penalty charge notice if you don’t display a valid blue badge.

Disabled parking policy

We will agree our long term disabled parking policy in 2015 and will issue new guidance then.

Newquay Long Stay Car Parks

If exempt from charges (i.e. Car tax exempt, see previous page) the first 6 hours are free but any further hours to be paid at the normal rate. Clock must be displayed with start time.

Atlantic Road Car Park, Atlantic Road - No Disabled spaces
Belmont Car Park, Belmont Place - No Disabled spaces
Dane Road Car Park, Dane Road - No Disabled spaces
Harbour Car Park, Newquay Harbour - 2 Disabled spaces
Pentire Head Car Park, Pentire Avenue - No lines marked
Towan Head Car Park, Little Fistral - No lines marked
Tregunnel, Tregunnel Hill - No Disabled spaces
Trenance Car Park, Edgecumbe avenue - 10 Disabled spaces

Newquay Short Stay Car Parks

If exempt from charges (i.e. Car tax exempt, see page 6) the first 3 hours are free but any further hours, up to 3 hours, to be paid at the normal rate. Clock must be displayed with start time.

Albany Car Park, Albany Road - No Disabled spaces
Fore Street Car Park, Fore Street - No Disabled spaces
The Manor Car Park, Manor Road - 4 Disabled spaces
Mount Wise Car Park, Mount Wise - No Disabled spaces
St Georges Car Park, St Georges Road - 4 Disabled spaces
TRANSPORT

By Air
Newquay airport is approximately 6 miles (9 km) from Newquay Town Centre. Please contact Newquay airport for accessibility at the Airport and the individual operators for their accessibility policy.

Cornwall Airport Newquay
St. Mawgan
Newquay
Cornwall
TR8 4RQ
Tel: +44(0)1637 860600
Fax: +44(0)1637 860940
nqyinfo@newquaycornwallairport.com
http://www.newquaycornwallairport.com

By Rail
Newquay Railway Station is an accessible station although it is an end of line connection. Trains to and from Newquay join the main line at Par (just outside St Austell). This connection is prone to disruption and can be replaced by a Bus link. This bus may not have any accessibility, so we would advise you to check for this prior on the day of travel.

National Rail Enquiries: 08457 484950 www.nationalrail.co.uk Text phone 0845 6050600

By Coach
The main coach stop is at Newquay's Bus Station, just off the town centre on Manor Road. Enquiries and bookings for National Express can be made at Newquay Tourist Information Centre or at the main post office on East Street.

National Express
Tel: 0871 781 18178 Access Helpline: 0871 78 18 179
www.nationalexpress.com

Bus
Cornwall is served by several bus companies. Accessibility on buses differs significantly.
First Kernow: Tel: 01872 305 950
All bus companies timetables: www.travelinesw.com

Isles of Scilly Trips by Plane and Ferry
Isles of Scilly travel (IOS Travel) operates a plane and ferry service to the islands. The Skybus plane flies from Newquay Airport and Lands End whilst the Scillonian Ferry departs from Penzance only. Both arrive on St Mary’s and ferry links are available to other island’s.

IOS Travel Tel: 0845 710 5555 www.islesofscilly-travel.co.uk

Taxi’s
COASTLINE TRAVEL: www.coastlinetravel.co.uk Cornwall Tel: 01637 860006
Coastline Travel has a fully accessible vehicle for both powered and unpowered wheelchairs, with ramp and winch.
A2B: Tel: 01637 87 77 77 - Minibuses and cars but with no special adaptations.
Trenance Cabs: Tel: 01637 262626 - Minibuses and cars but with no special adaptations.
Yellow Cabs: Tel: 01637 871000. Yellow Cabs has a fully accessible vehicle with powered ramp that allows the user to remain in their wheelchair. They can accept some types of powered chair – please phone them to discuss your requirements
Healthcare & Therapy

Minor Injuries Clinic and Accident & Emergency (A&E)

Please note that Newquay Hospital only operates a minor injuries clinic. The nearest full Accident & Emergency (A&E) service is provided at Treliske Hospital in Truro which is about 17 miles (25km) from Newquay (a 30 minute drive). For emergency medical care please call for an ambulance on the usual 999 telephone number or for non-emergency advice, or information, please call 111 for Cornwall’s non-emergency service.

Minor Injuries at Newquay Hospital, St Thomas Road 01637 834820
Newquay Hospital Reception only, St Thomas Road 01637 834800

Accident and Emergency, Treliske Hospital, Truro 01872 250000

Doctor Surgeries

The Health Centre, St Thomas Road 01637 850002
Narrowcliff Surgery, Narrowcliff 01637 854433
Non-emergency service 111

Chemist / Pharmacy

Boots, 15 Bank Street 01637 872014
Drury’s, 1 Chester Road 01637 872589
Drury’s, Health Centre St Thomas Road 01637 851844
Kayes Chemist, 8 East Street 01637 870011
Kayes Chemist, Narrowcliff Surgery, Narrowcliff 01637 872957

Dental Service Information & Dentist Surgeries

Cornwall Dental Service 01872 354375
Gentle Dental, 55 Henver Road, TR7 1DX 01637 852252
Green Room, 194 Henver Rd, TR7 3EH 01637 879889
Grosvenor Practice, Grosvenor Road, TR7 1BQ 01637 873011

Opticians

Specsavers, 37 Bank Street, TR7 1DQ 01637 854400
Varnals Opticians, 25 East Street, TR7 1DN 01637 872000

Health Spa & Therapy

Fistral Spa @ Fistral Beach Hotel 01637 854400
Waterworld, Grosvenor Road, TR7 1BQ 01637 853828

Chiropractors

Newquay Chiropractic, Reflexology & Sports Massage Clinic.
16 Chester Road, TR7 2RH 01637 878788
Ground floor with wide Patio door access.