



Newquay Access Guide 2018

Information on Accommodation, Attractions,
Beach Access, Healthcare, Parking, Transport and
Wheelchair & Mobility Scooter Hire Information

Visit Newquay Tourist Information Centre Wheelchair Hire

Visit Newquay Tourist Information Centre has several standard sized, collapsible wheelchairs available for hire. They are available on a first come, first served basis but can be pre-booked. Please call 01637 838516 or email newquay.tic@newquay.town. We charge £7.00 per day or £35 per week. We also require a £50 cash deposit which is returned upon return of the Wheelchair. **Please note**; we can only accept cash for the hire and deposit charges. Wheelchairs can be collected and returned at the Visit Newquay Tourist Information Centre during these normal opening hours:

Summer: Mon - Fri: 9.15am to 5.30pm, Sat/Sun & Bank holidays 10.00am to 4.00pm.

Winter: Mon - Fri: 10.00am to 4.00pm, Sat/Sun & Bank holidays 10.00am to 3.00pm

To hire Wheelchairs only please contact:

**Visit Newquay Tourist Information Centre
Marcus Hill
Newquay
Cornwall
TR7 1BD**

TEL: 01637 838516

email: newquay.tic@newquay.town

Mobility Scooters, Powered Wheelchairs and some other equipment.

Toots Mobility Scooters Ltd offer daily, weekly or longer hire of Mobility Scooters and Powered Wheelchairs.

Please contact them direct.

Telephone: **01637 859181** or **07341 667886**,

email: **info@tootsmobilityscooters.co.uk**

website is **www.tootsmobilityscooters.co.uk**

Address:

**Toots Mobility Scooters Ltd
Unit B Building 7 Prow Park Business Village
Treloggan Trade Park
Newquay
Cornwall,
TR7 2SX**

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: Assessible 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 Chynoweth Lodge: Tel 01637 876684,

Address: Chynoweth Lodge, 1 Eliot 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. Self Cater Cornwall: Tel - 0845 500 2626. Blue Chip Holidays: Tel - 0330 134 6188

HOLIDAY PARKS, CARAVANS & CAMPING

Parkdean Holidays - Various sites Around Newquay & beyond with fully accessible Caravans and Lodges (depending on which location): **0344 335 3450**

ATTRACTIONS

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 which you need to organise in advance as there are gates limiting access that need to be opened.

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.

BEACH ACCESS - PART 1

Newquay has many 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. Please note this information is for guidance only.

Wheelchairs suitable for use on beaches

Special wheelchairs suitable for use on the beach are available on **Towan Beach & Fistral Beach:**

Fistral Beach: Two are available from 9:00am to 5:30pm during the Summer season at **Fistral Beach Surf Hire** and are available for FREE (a donation would be greatly appreciated). 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.

Towan Beach: One is 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 Aquariums 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. ($\frac{3}{4}$ 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. See details above.

Access : Fair, via a 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 powered 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

Café/Restaurant : By the beach.

Towan Beach (Central Newquay)

Our town centre beach, with a fairly shallow roadway slope down to the beach. A beach usable wheelchair is available to hire from the Blue Reef Aquarium: See information above. Blue Badge holders can use the Blue Reef Aquarium's car park on request & can ONLY 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

Café/Restaurant : By the beach.

Great Western Beach (Central Newquay)

Close 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 : Seasonal

BEACH ACCESS - PART 2

Tolcarne Beach (Central Newquay)

A central beach, surrounded by steep cliffs. This is a privately owned, but with public access, beach with beach chalets and a restaurant complex. Currently there is ongoing repairs to the cliff so the roadway is blocked. Re-opening date in 2018 TBC. There are also steep steps.

Access : Fair. Via a steep roadway or steps (Currently CLOSED with re-opening date 2018 TBC)

Parking : Private parking (rules apply) 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 : Very Poor. Via steep steps only or adjacent beach at very low tide

Parking : At the top of the cliffs

Dogs : Dogs on leads all year. 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) with a Car park on the 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 : Daytime Dog 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 : Fair. 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)

Please note the information regarding our beaches and the level of access (which is subjective) is for guidance only. Private businesses opening times and availability are subject to change without notice. Restrictions due to rock falls, weather conditions etc may change the level of access. Bus stops are no guarantee of an operating bus service (particularly during the Winter) so please check routes and times.

Cornwall Council Car Parking Guidelines - PART 1

Cornwall Council Car Parks Nil/Exempt Car Road Tax rules

More information: Tel: 0300 1234 222 (Mon-Fri) or www.cornwall.gov.uk

Blue Badge holders are able to park for free in a Cornwall Council pay and display car park if they have a vehicle that is adapted for the benefit of the driver to use (please see below for more information) or they are registered on the Cornwall Council exemption scheme. This scheme is open to all blue badge holders who also have a registered disabled vehicle which qualifies for free tax and it is NOT limited to Cornish residents. Only one vehicle can be registered per person.

TO QUALIFY FOR EXEMPTION: A vehicle must be registered as disabled on the vehicles registration document (V5C). When you apply you will need a copy of: either the V5C document (please ensure the copy you send shows the NIL/Disabled tax class), or the New vehicles Motability confirmation letter showing the new registration number. It is appreciated that Motability customers may not hold the original V5C document however Motability are more than happy to provide the necessary information. Please contact them.

CHARGE: Cornwall Council makes a charge of £10 per year to register a vehicle.

ALL ELECTRONIC SYSTEM: You will not receive a permit to display in your vehicle as they use an electronic system. When it has been approved, the vehicle details will be automatically loaded onto the Enforcement Officers hand-held devices; and when checking the car parks they will be able to see that the vehicle is registered and does not require a pay and display ticket.

PAYMENT: Cornwall Council use the EasiPermit system to purchase your ticket. <https://cornwall.xrpsc.com/EasiPermitsLive/Index.aspx> Please be aware that even if the vehicle has been registered before, you will still need to use the 'Apply for a new Permit' button the first time you use EasiPermits. You will also need to have your **V5C** document ready to upload to complete your registration. EasiPermit Payments - please be aware that the address used for the credit/debit card that you are making payment with must match the address that is entered on the ticket applicants personal details. If not payment will be refused by the payment service (and you will not have a valid ticket) however your bank may still show the money as being held and not available in your account again for 3 - 5 days. Using the EasiPermit system you will receive two emails and the second will be to confirm that you have a valid parking ticket. If you do not receive the second email then do contact Cornwall Council, but please note they can take up to a couple of hours to arrive and also you may sometimes find them caught in your junk mail box.

If you are unable to apply using EasiPermits please contact **0300 1234 222** to seek further assistance.

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

Cornwall Council Car Parking Guidelines - Part 2

PLEASE NOTE: Not all public car parks in Newquay and Cornwall are run by Cornwall Council. Many are run by different private companies mostly using registration plate recognition. They have their own rules on Disabled parking and Cornwall Councils exemptions will not apply.

On street and Car Park rules for Disabled parking

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

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

TRANSPORT

By Air

Cornwall Airport Newquay 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: Tel: 03457 484950 www.nationalrail.co.uk

Text phone / hard of hearing line: 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. MegaBus also has service to and from Newquay.

National Express

Tel: 08717 818 178

Access Helpline: 03717 818181

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 & route planners: 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 islands.

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.

123 Taxi's. Tel: **01637 851234** - 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 with limited opening hours. The nearest full Accident & Emergency (A&E) service is provided at Treliske Hospital in Truro which is about 17miles (25km) from Newquay (a 30minute 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.

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, TR7 1RU **01637 850002**
Narrowcliff Surgery, Narrowcliff, TR7 2QF **01637 854433**
Non-emergency service **111**

Chemist / Pharmacy

Boots, 15 Bank Street, TR7 1DH **01637 872014**
Drury's, 1 Chester Road, TR7 2RT **01637 872589**
Drury's, Health Centre St Thomas Road, TR7 1RU **01637 851844**
Kayes Chemist, 8 East Street, TR7 1BH **01637 870011**
Alphega Pharmacy, Narrowcliff Surgery .TR7 2QF **01637 872957**

Dental Service Information & Dentist Surgeries

Cornwall Emergency Dental Service **0333 405 0290**
Gentle Dental, 55 Henvver Road, TR7 1DX **01637 852252**
Newquay Dental Centre, 194 Henvver Rd, TR7 3EH **01637 879207**
Green Room, 83 Trenance Road, TR7 2HW **01637 879889**
My Dentist, 18 Grosvenor Road, TR7 1BQ **01637 873011**
Atlantic Dental, 47 Edgecumbe Avenue, TR7 2NL **01637 852888**

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, TR7 1PT **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.