



# Newquay Access Guide 2020

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## Wheelchair Hire

Visit Newquay Tourist Information Centre hires out three of the same type of standard sized lightweight, collapsible wheelchairs. All three wheelchairs have the small wheels that cannot be reached or turned by the user. Wheelchairs are available on a first come, first served basis but can be pre-booked. We would recommend booking in advance as there is high demand at certain times of the year.

Please call 01637 838516 or email [newquay.tic@newquay.town](mailto:newquay.tic@newquay.town).

We charge £7.00 per day (cash only) or £35.00 per week (cash only) and also require a £50.00 (cash only) deposit returned upon return of the Wheelchair. Wheelchairs can be collected and returned at the Visit Newquay Tourist Information Centre during normal opening hours:

Summer: Mon - Fri: 9.00am 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.

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

### Wheelchair Details:

|                      |                      |
|----------------------|----------------------|
| Maximum User Weight: | 100 kgs (15 ¾ stone) |
| Seat width:          | 410mm (16")          |
| Seat depth:          | 410mm (16")          |
| Seat height:         | 500mm (20")          |
| Backrest height:     | 410mm (16")          |
| Wheelchair width:    | 505mm (20")          |
| Wheelchair height:   | 920mm (36")          |
| Folded width:        | 230mm (9")           |



Actual model in image to right.

Image in box shows wheelchair with handles folded & feet supports removed.

## Mobility Scooters, Powered Wheelchairs and other equipment

Visit Newquay Tourist Information only hires out the above wheelchairs. To hire Mobility Scooters, Powered Wheelchairs or any other mobility equipment please contact Independent Living Newquay, our local independent mobility equipment provider. Please contact them direct via telephone: 01637 498015.

# Cornwall Council Car Park's Guidelines

**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. Please check their signage.

Cornwall Council has changed some of its car parks from 'Pay and Display' to 'Pay on Exit'. All permit holders will still be able to use these car parks, including those purchased using Just Park and any permits purchased before the car parks change. Information will be sent to existing permit holders before the car parks are changed about how it will work. If you have not received information please contact [parking@cornwall.gov.uk](mailto:parking@cornwall.gov.uk) before your visit.

**Blue badge holders must pay the normal parking fee unless:**

The vehicle is registered under Cornwall Council's exemption scheme or the vehicle is especially adapted for a disabled person. 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 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. This additional hour will not apply in our Pay & Display car parks. 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 hologram. 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 & civil enforcement officers can ask you to show your blue badge. It's an offence if you don't.

**Newquay Long Stay Car Parks**

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, Edgumbe avenue - 10 Disabled spaces

**Newquay Short Stay Car Parks**

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 Street Car Parking Guidelines

## National Blue Badge Scheme

The national blue badge scheme provides parking concessions for people with certain disabilities. A blue badge lets you park closer to the shops and services you need to use, whether you're the driver or a passenger in a car.

The blue badge is for on-street parking only. There are different rules for off-street parking, like council, hospital or supermarket car parks.

The blue badge is currently recognised in all European countries. It allows you the same parking concessions as residents of the country you are visiting. There has been no information as to whether this will continue following the UK leaving the European Union.

## What are the rules 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 supplied by Cornwall Council. [www.cornwall.gov.uk](http://www.cornwall.gov.uk)

## Can I use a European Union disabled parking badge in Cornwall?

Cornwall Council currently accept European Union disabled parking badges. You don't have to make any special arrangements to use them in Cornwall. However, as the UK is moving towards leaving the EU this may change. Please contact [parking@cornwall.gov.uk](mailto:parking@cornwall.gov.uk)

## Can I use a non European Union disabled parking badge in Cornwall?

If you want to use a disabled parking badge from a country outside the European Union, Cornwall Council will need some information from you before you arrive in Cornwall. This will help ensure you don't receive a penalty charge notice. Please email [parking@cornwall.gov.uk](mailto:parking@cornwall.gov.uk) at least a week before your visit:

- A copy of the disabled parking badge you will be using
- Your vehicle registration number (we understand you might not be able to tell us this if you're hiring a car)
- Dates of your stay in Cornwall
- A general idea of where you'll be in Cornwall (for example, Padstow or Truro) – you don't have to provide exact locations or a daily travel plan
- When you visit Cornwall, you'll have the same rights and responsibilities as people with UK disabled parking badges.

## For further information:

Telephone: 0300 1234 222

Email: [parking@cornwall.gov.uk](mailto:parking@cornwall.gov.uk)

Web: [www.cornwall.gov.uk/transport-and-streets/parking/disabled-parking/](http://www.cornwall.gov.uk/transport-and-streets/parking/disabled-parking/)

## Beach Access - Part 1

Newquay has many sandy beaches with differing levels of access. The following is intended as a guide. 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 Tourist Information Centre. 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 (donation appreciated). For use on Fistral beach only. Please telephone 01637 850584 for details. 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. Blue Badge holders can organise to park at the Blue Reef Aquariums private car park depending on space. You MUST telephone the Blue Reef before driving there as there is a barrier to their private parking.

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.

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)

Restricted access due to maintenance 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

## 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 2020 TBC. There are also steep steps.

Access : Fair. Via a steep roadway or steps (Currently CLOSED with re-opening date 2020 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. (¼ mile / 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, tides, 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.

## Holiday Accommodation

**HOTELS:** The following Hotels have accessibility, however, please contact the accommodation to discuss your specific needs.:

The Esplanade Hotel: Wet rooms and accessible rooms. Lift.

9 Esplanade Road, Newquay, Cornwall TR7 1PS

01637 873333

[www.newquay-hotels.co.uk](http://www.newquay-hotels.co.uk)

[info@newquay-hotels.co.uk](mailto:info@newquay-hotels.co.uk)

The Hotel Victoria: Lift & Accessible Rooms

East Street, Newquay, Cornwall. TR7 1DB

01637 872255

[www.hotel-victoria.co.uk](http://www.hotel-victoria.co.uk)

[bookings@hotel-victoria.co.uk](mailto:bookings@hotel-victoria.co.uk)

The Fistral Beach Hotel & Spa: Assessible Rooms, some walk in showers and a lift

Fistral Beach, Newquay Cornwall TR7 1PT

01637 852221

[www.fistralbeachhotel.co.uk](http://www.fistralbeachhotel.co.uk)

[reception@fistralbeachhotel.co.uk](mailto:reception@fistralbeachhotel.co.uk)

Best Western Hotel Bristol: One Fully accessible room. Walk in showers. Lift

Narrowcliff, Newquay. Cornwall TR7 2PQ

01637 875181

[www.hotelbristol.co.uk](http://www.hotelbristol.co.uk)

[info@hotelbristol.co.uk](mailto:info@hotelbristol.co.uk)

Whipsiderry Hotel: Ground floor rooms with some wheelchair access.

Trevelgue Road, Porth, Newquay, Cornwall. TR7 3LY

01637 874777

[www.whipsiderry.co.uk](http://www.whipsiderry.co.uk)

[info@whipsiderry.co.uk](mailto:info@whipsiderry.co.uk)

**SELF-CATERING.** Many properties in Newquay & Cornwall are administered by agencies which offer accommodation with different levels of accessibility. You would need to contact them to discuss specific requirements. Agencies may also be able to offer suitable options beyond Newquay.

|                          |               |
|--------------------------|---------------|
| Aspects Holidays         | 01736 754242  |
| Self Cater Cornwall      | 01637 859595  |
| Beach Retreats           | 01637 861005  |
| Blue Chip Holidays       | 0330 0573 592 |
| Cornish Horizons         | 01841 533331  |
| Cornish Cottage Holidays | 01326 331399  |
| Duchy Holidays           | 01872 572971  |
| Helpful Holidays         | 01647 433593  |
| Holidaycottages.co.uk    | 01237 459888  |
| Stay In Cornwall         | 01237 459999  |
| Sykes Holiday Cottages   | 01244 500579  |

## 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

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

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 popular 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.

Information on Cornwall attractions can be found on [www.visitcornwall.com](http://www.visitcornwall.com)

## Transport Links

### 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: 01637 860600 and Fax: 01637 860940

[nqyinfo@newquaycornwallairport.com](mailto: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](http://www.nationalrail.co.uk)

Hard of hearing line: Minicom or Textbox: 0845 6050600 or 0845 484950 for alternatives

### 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: 08717 818181

[www.nationalexpress.com](http://www.nationalexpress.com)

### Bus

Cornwall is served by several bus companies. Accessibility on buses differs significantly.

First Kernow: Tel: 0345 6460707

All bus companies timetables & route planners: [www.travelinesw.com](http://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](http://www.islesofscilly-travel.co.uk)

### Taxi's

Coastline Travel: [www.coastlinetravel.co.uk](http://www.coastlinetravel.co.uk) Cornwall Tel: 01637 860006

Coastline Travel has a fully accessible vehicle for both powered and standard wheelchairs, with ramp and winch.

A2B: Tel: 01637 87 77 77 - 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 but please phone them to discuss your requirements. More info & dimensions: [www.yellowcabsnewquay.co.uk/wheelchair-taxi](http://www.yellowcabsnewquay.co.uk/wheelchair-taxi)

## Healthcare & Therapy

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

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 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.

|  |              |
|--|--------------|
| 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. NHS                 | 111          |

### Chemist / Pharmacy

|  |              |
|--|--------------|
| Boots, 15 Bank Street, TR7 1DH                   | 01637 872014 |
| Day Lewis, 1 Chester Road, TR7 2RT               | 01637 872589 |
| Day Lewis, 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 & Dental 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  |

### Optician

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

### Chiropractor

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