

NEWQUAY ACCESS GUIDE 2023

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Wheelchair Hire

Visit Newquay Tourist Information Centre hires out four wheelchairs. Three are of the same type. Standard sized, lightweight, collapsible wheelchairs which have the small pneumatic tyres that cannot be reached or turned by the user. The fourth wheelchair, is a standard size but has large wheels with solid tyres that can be turned by the user (we would advise gloves or hand protection) The 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

Email: newquay.tic@newquay.org.uk

Postal Address:

Visit Newquay Tourist Information Centre,
Municipal Buildings, Marcus Hill,
Newquay,
Cornwall.
TR7 1BD

We charge £7.00 per day or £35.00 per week (cash or card) and also require a £50.00 cash deposit (cash only). The deposit is returned in full upon return of the Wheelchair.

Wheelchairs can only be collected and returned at the Visit Newquay Tourist Information Centre during normal opening hours. Please call to check opening.

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.

Wheelchair max weight: 100 kgs (15 $\frac{3}{4}$ stone)

We do not have larger ones, or children's wheelchairs but Independent Living below should.

Mobility Scooters, Powered & Special Wheelchairs + 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 Guidelines

PLEASE NOTE: Not all public car parks in Newquay and Cornwall are run by Cornwall Council and therefore these rules will not apply. Cornwall Council are changing most of it's car parks from 'Pay and Display' to 'Pay on Exit'.

Rules for parking in Council car parks. Blue badge holders must pay the normal parking fee unless:

- The vehicle is registered under Cornwall Council's exemption scheme (**Pre-arrangement required as the car registration number is required**)
- 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 in Pay & Display Car Parks (Not Pay on Exit). 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 Pay On Exit 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.

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.**

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.

Newquay Long Stay Car Parks owned and run by Cornwall Council

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. 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 yet to whether this will continue following the UK leaving the European Union.

Rules for 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. Unless notices or signs say otherwise.
- Resident parking zones - for 3 hours or less
- 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 and marked cycle paths.
- Any area restricting access, such as access for a private ambulance.

European Union disabled parking badge in Cornwall.

You now may have to make special arrangements to use them in Cornwall. Please contact **Cornwall Council** for more information.

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 contact **Cornwall Council** for more information.

- 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.

Cornwall Council contact details:

Telephone: 0300 1234 222

Email: parking@cornwall.gov.uk

Web: 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.

Beach Wheelchairs

- **Fistral Beach** has Newquay's only beach wheel chair. There is only the one and that is for use on Fistral Beach only. Please contact them first on 01637 850584 for availability.
- Currently the beach wheelchair service on the central **Towan Beach** is not running .
- There is also no **Watergate Bay** beach wheelchair contrary to some publications.

Fistral Beach. (¼ mile / 1 km from town centre)

One of Newquay's main surfing beaches. Bordered by dunes, with limited access from the Fistral Beach Complex. Beach wheelchair available - please see above.

Parking : Private car park 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.

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.

Parking : Nearest car park is the town Car Park, Manor road.

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 steep roadway slope down. No steps

Parking : Private Parking

Dogs : All dogs allowed, all year

Bus : Bus stop with 50 metres at the top of the cliffs

Café/Restaurant : By the beach

MORE BEACHES >

Beach Access - Part 2

Tolcarne Beach (Central Newquay)

A central beach, surrounded by steep cliffs. Steep roadway & steep steps access.

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 mile / 1 Km from town centre)

Lusty Glaze beach is a privately owned beach and is currently closed to the public except for booked events.

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.

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.

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.

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) and 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 larger hotels have accessibility, however you would need to contact them for specific requirements.

● Barrowfield Hotel	01637 878878	1-5 Hilgrove Rd, Newquay TR7 2QY
● Esplanade Hotel	01637 873333	Fistral Beach, Esplanade Rd, Newquay TR7 1PS
● Great Western Hotel	01637 872010	Cliff Rd, Newquay TR7 2NE
● Headland Hotel	01637 872211	Fistral Beach, Headland Rd, Newquay TR7 1EW
● Hotel Bristol	01637 875181	Narrowcliff, Newquay TR7 2PQ
● Legacy Hotel Victoria	01637 872255	East St, Newquay TR7 1DB
● Kilbirnie Hotel	01637 875155	Kilbirnie Hotel, Narrowcliff, Newquay TR7 2RS
● The Atlantic Hotel	01637 872244	Dane Rd, Newquay TR7 1EN
● Sandy Lodge Hotel	01637 872851	6-12 Hilgrove Rd, Newquay TR7 2QY
● The Eliot Hotel	01637 878177	Edgcumbe Ave, Newquay TR7 2NH
● Newquay Beach Hotel	01637 520140	1 Narrowcliff, Newquay TR7 2PS
● Oceanside Hotel:	01637 872519	Headland Road, Fistral Beach, Newquay TR7 1HN
● Pentire Hotel	01637 872334	60 Pentire Ave, Newquay TR7 1NU
● Premier Inn Newquay	0871 527 8000	Narrowcliff, Newquay TR7 2PR
● Priors Lodge Hotel	01637 874111	30 Mount Wise, Newquay TR7 2BN
● Tolcarne Beach Village	01637 872489	Newquay TR7 2QN
● Whipsiderry Hotel:	01637 874777	Porth, Newquay, TR7 3LY

SELF-CATERING

Most properties in Newquay & Cornwall are now administered by Self Catering Agencies which offer accommodation with many different levels of accessibility. You would need to contact them to discuss specific requirements. Agencies can offer suitable options beyond Newquay.

● Aspects Holidays Newquay	01736 754242
● Aspects Holidays Perranporth	01872 572971
● Beach Retreats	01637 861005
● Blue Chip Holidays	0330 0573 592
● Cornish Horizons	01841 533331
● Cornish Cottage Holidays	01326 331399
● Helpful Holidays	01647 433593
● Holidaycottages.co.uk	01237 459888
● Stay In Cornwall	01237 459999
● Luxury Coastal	0330 113 7005
● Sykes Holiday cottages	01244 356695
● Snaptrip	0203 6370812
● Classic Cottages	01326 555555

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.

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

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

<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

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. Please note, Megabus no longer runs to and from Newquay.

National Express

Tel: 08717 818 178

Access Helpline: 08717 818181

www.nationalexpress.com

Bus

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

First Kernow and Transport for Cornwall serve Newquay.

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

Chough: 07866 410102 - cars but with no special adaptations.

A2B: Tel: 01637 87 77 77

123 Taxi's. Tel: 01637 851234

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.

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
- 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
- Scrivens Opticians, 25 East Street, TR7 1DN 01637 872000

Chiropractor

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

01637 878788