



LAPPA VALLEY ACCESSIBILITY & INCLUSIVITY GUIDE

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Our Accessibility & Inclusivity Promise

We are committed to inclusivity and work hard to provide a friendly, accessible environment for all our visitors and the widest possible access to our trains, walks, buildings and events.

We promise to:

- Place access and inclusivity at the heart of what we do.
- Do everything we can to remove barriers to participation.
- Work with individuals and organisations that can help us to be more accessible and inclusive.
- Positively encourage feedback on how we can improve.
- Invest in access and inclusivity facilities, equipment and processes.
- Regularly measure and monitor our progress.
- Display this in all team members areas to remind the team to deliver against our promise.

Contact

If you have any questions or suggestions about our inclusivity and accessibility please email info@lappavalley.co.uk or call 01872 510317.



Getting Here and Parking

By Car - FREE PARKING

Follow the brown signs from the A3075 via the Cubert crossroad for main road access. We are also signposted from the A30 and A3058. Please note this takes you via narrow Cornish lanes.

By Bus

The 85 bus runs between Truro and Newquay and stops in St Newlyn East.

Please see below links for Cornwall bus maps.

www.firstgroup.com/uploads/maps/network-diagram-cornwall-17-18.PDF

www.cornwall.gov.uk/media/28933622/countymap.pdf

By Coach

Access for coaches is via the A3075; follow the brown signs from the Cubert crossroads.

By Bicycle

We are located just a few minutes off the St Piran Way (National Cycle Route).

Parking

We offer eight reserved disabled parking spaces in the car park located close to the paved path to the Ticket Office and railway. Please note it is a gravelled carpark.

If you require assistance, please speak to a member of the team who would be more than happy to help.

Ticket Office

Our friendly team at the Ticket Office are happy to help advise you on the best routes available to suit your needs to make the most of your visit.

Disabled Visitor and Carer Ticket Prices*

We are pleased to offer a reduced rate for our disabled visitors.

Day Ticket

Disabled adult £9.00

Disabled child £7.00

Carer Free

Additional Carers £9.00 each

Annual Pass

Disabled adult £33.00

Disabled child £26.00

Carer Free

Additional Carers £33.00 each

**Prices correct at 1st January 2020*



Dogs

Dogs are very welcome at Lappa Valley Steam Railway, however, they must be on a lead at all times and we make a charge of £1.00 per dog. They are welcome on the Steam Railway, canoe boats, Newlyn Downs Branch Line and the numerous nature walks available. Fresh water is provided outside the Ticket Office and Whistle Stop Café and dog waste disposal bags are also available upon request.

Assistance dogs receive free entry.

Getting Around the Leisure Park

There are a number of paths and trails at Lappa Valley. Some routes are more accessible than others. Please contact info@lappavalley.co.uk if you would like to discuss which of the paths may be most suitable to your needs.

Woodland Walk – approx. 800 metres.

This is an uneven path unsuitable for wheelchair users. Suitable for all terrain pushchairs.

Hillside Walk – approx. 300 metres.

This is an uneven path unsuitable for wheelchair users and not recommended for pushchairs. It is currently closed undergoing path widening and improvements.

Wheelchairs

We have one conventional wheelchair available to borrow. They can be booked in advance to avoid disappointment, by emailing info@lappavalley.co.uk

If you are bringing your own wheelchair please note that the maximum size we can fit into the steam train carriage is: 130 cm high x 120 cm long (front to back) x 70 cm wide

The steam train has specially adapted (ramped) compartments suitable for wheelchairs and the team are happy to assist with access.

Around half of the leisure park is accessible by wheelchairs with hard paved paths connecting the leisure park steam platform with the café, Platform 2 and main toilet block.

Toilet Facilities and Baby Changing

Disabled facilities are provided at the Ticket Office and main toilet block. Please note that the two miniature trains are too small to accommodate wheelchairs.

We offer unisex baby changing facilities at our Ticket Office and main toilet block at the leisure park within the disabled toilet and an additional baby changing point in the ladies toilet at East Wheel Rose.

Catering

Whistlestop Café

The Whistlestop Café has double doors into the café that will accommodate a wheelchair and a small number of tables, outside is a hard-floored undercover eating area.

We offer a microwave for warming baby food and sell baby food within our café alongside a range of



foods to suit specific dietary requirements. These options include gluten free, vegan, vegetarian and dairy free. Tap water is available upon request. If you have any questions, please do ask a member of the team who will be happy to assist you.

Wi-Fi and Mobile Phone Coverage

Mobile reception across the site varies between providers.

Emergency calls can be made from the Ticket Office and Gift Shop.

Unfortunately, there is no Wi-Fi currently available at Lappa Valley and mobile signal can be limited depending on your location within the park.

The information below is intended as a guide and has been collated from each of the mobile providers online coverage search tools:

Vodafone / TalkTalk: 3G is good.

O2 / Tesco / GiffGaff: Good coverage, although may be limited in some areas.

EE: Great outdoor coverage, good indoor coverage.

Virgin: 4G good. 3G very good. 2G very good.

Three: 4G very good. 3G good service.

Charity Work

Our Charity of the year for 2020 is Ellie's Haven. A charity offering holidays to families with children suffering long-term and life-limiting illnesses.

We will be working closely with the charity to continue to improve our inclusivity and accessibility as well as hosting an inclusive charity day later in the year.

Previously we have supported Get Together Cornwall. CAAP, Cornwall Air Ambulance, Children's Hospice South West and Get out There Cornwall.

Feedback

If you have any comments or feedback on your visit or how we could improve for future visits please email info@lappavalley.co.uk we would love to hear from you.