

WELCOME TO THE WICKED WORLD OF... SHIVERPOOL

Stone and Carew Limited TA/Shiverpool

T: 0151 709 2030 | W: www.shiverpool.co.uk | E: info@shiverpool.co.uk

Access Statement Introduction

Situated in the centre of Liverpool, our tours tell the story of the city from its early beginnings right up to the present through a series of interactive theatrical performances and promenade storytelling experiences.

The tours take place in different parts of the city and are accessible on foot, car, train, bus and cycle. You should allow at least 1.5 hours for each tour from beginning to end. And you must arrive at least 10 minutes before the tour is due to begin.

You can also enjoy local restaurants cafés and shops. These are all situated within the local area and our guides are happy to recommend local pubs, restaurants and cafes after your tour.

If you have any queries or require any assistance please phone:

0151 709 2030/07771544270 or email info@shiverpool.co.uk

Pre-Arrival

For full details of how to reach us please see the directions section of each tour page on our website. Alternatively, you can plan your journey by car or public transport using the following link:

<http://www.merseytravel.gov.uk/Pages/Welcome.aspx>

Simply enter your postcode and the postcode of your desired tour to get directions.

The nearest national railway station is Liverpool Lime Street, which is 0.5 miles away from each of our tour meeting points (a 10-15 minute walk).

Taxis are available at the station. If you require an accessible taxi you can book this in advance, see contact information for details or call Delta Taxis on 0151 924 7373.

For the Auld City and Dead House Tour, the nearest train station is James Street which is on the Wirral Line.

For the Hope Street Shivers, the nearest train station is Liverpool Central accessible on both the Wirral and Northern Lines.

For the Secret Garden Cemetery Shivers, the nearest train station is Liverpool Central accessible on both the Wirral and Northern Lines.

The nearest bus stops are 500m/546yds from our meeting points - ask the driver for the stop on either Hope Street or Derby Square- (depending on your tour.)

There is a bus shelter and seating. Most buses are accessible and can accommodate one wheelchair. For further information contact

Merseytravel: <http://www.merseytravel.gov.uk/Pages/Welcome.aspx>

The main roads outside the meeting points have wide paved paths. Our brochure and guide are available in larger print on request.

Car Parking and Arrival

There is limited parking on both sites.

We would recommend for The Hope Street Shivers & Secret Garden Cemetery Shivers: Parking on Upper Duke Street

The Auld City and Dead House: Parking on Chapel Street NCP carpark.

There are no steps leading to either meeting points.

Meeting Points

The Hope Street Shivers and Secret Garden Cemetery Shivers tours are accessible for most prams and wheelchair users.

The meeting point for both tours is situated on a ground floor with step free, level access, throughout.

Important Notice

Due to the nature of all our experiences, unfortunately we are unable to accommodate wheelchair or pram users on **all of our tours and events**.

For **some** wheelchair users and prams we would recommend The Hope Street Shivers Tour. However it is important to state that the gradient of some very steep slopes and the nature of some of the surfaces - such as uneven and old public high-ways and cobbled surfaces make it a challenge for some wheelchair users. The need for a strong pair of arms would be essential to assist.

We would strongly recommend calling or emailing our team to discuss your mobility needs if you do use a wheelchair to avoid disappointment and difficulties along the route.

We provide ongoing training for our team members as well as having the following measures in place: -

Promote positive attitudes towards disabled people.

Every person who answers the phone /email can respond confidently to the question “What is the access like at your venue?”

Complimentary tickets for companions of disabled people

If you would like to talk to us about arranging a BSL interpreter or you think your booking would benefit from extra support on tour don't hesitate to get in touch and talk to our team about your individual requirements.

In an effort to promote the very best accessibility practices, we welcome any feedback you might have.

Please contact us via info@shiverpool.co.uk or call us on 0151 709 2030

We want you to enjoy Shiverpool and we aim to make every effort to ensure that you do.

There are options to request interpreters for aid lip reading and visitors with a visual impairment.

The Auld City Shivers tour is not fully accessible for prams and wheelchair users throughout. 75% of the tour is accessible- the last 20 minutes goes into an underground location.

The meeting point is situated on a ground floor with step free, level access, throughout.

The tour route is fairly even and well lit with overhead lighting from fluorescent lights.

There are options to request interpreters for aid lip reading and visitors with a visual impairment.

Extra services:

We are able to provide extra assistance on tours for:

- School groups
- Those with learning and physical difficulties
- Visual impairments
- Deaf community

Please ask our team for further information.

Public Toilets

There are no public toilets on our tour routes. However there are hotels and public houses close by and customers are advised to go to the toilet before the tour begins.

Contact Information

Telephone: 0151 709 2030

Email: info@shiverpool.co.uk

Website: www.shiverpool.co.uk

Hours Of Operation: 10am-12midnight on tour evenings Local Accessible

Taxi: 0151 924 7373

Local Public Transport: <http://www.merseytravel.gov.uk/Pages/Welcome.aspx>
info@shiverpool.co.uk

Open year round except some holidays and Christmas Day

Delta Taxi's: 0151 924 7373

Bus and Train information:

<http://www.merseytravel.gov.uk/Pages/Welcome.aspx>