

Access Statement for Chimera Climbing Centre January 2017



Chimera Climbing Centre
Unit 3 North Farm Road
High Brooms Industrial Estate
Tunbridge Wells
TN2 3DR

01892 457294

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www.chimeraclimbing.com



Introduction

Chimera Climbing is a state of the art dedicated bouldering centre, offering a fresh and exciting climbing experience for people of all abilities within a clean and modern facility.

Chimera Climbing was made by climbers, is run by climbers and is loved by climbers. We are passionate in all we do, whether that be instruction, our route setting or our café facility.

Located within the High Brooms area of Tunbridge Wells, Chimera Climbing is situated towards the rear of High Brooms Industrial Estate on North Farm Road.

Although the centre offers wheelchair access to the lower floor and café area, the activity itself and access to the upper floor restricts participation by wheelchair users. We do however support a number of paraclimbing participants with a range of disabilities, while one of our instructor signs when we delivery sessions to hearing impaired visitors.

Pre-Arrival – Getting Here

Rail

As we are situated only a 5 minute walk – 500 metres - from High Brooms Train station, this makes us easily accessible from London Bridge or any of the South Coast stations on the Hastings line.

This station has staff help available and ramp access for trains Mon-Fri 06:20-19:00. Step free access notes however are: Up platform 1 only, Down is via footbridge. Ticket Office not step free, car park step free. Call 03301 235 247 for station enquiries.

An alternative station is Tunbridge Wells, located 2.3 miles from Chimera Climbing. This station has staff help available and ramp access for trains Mon-Sun 05:00-01:00. Step free access notes: Platform 1 accessible. Platform 2 via lift from street level. Call 03301 235 247 for station enquiries.

Wheelchair accessible taxis may be pre booked for both stations with Premier Cars on 01892 535 535 or text Premier Cars on 07436 274 540.

Bus

The Arriva Bus Service 281 Rusthall-High Brooms Town Centre Bus Link passes with 800 metres of the centre – stopping adjacent to High Brooms Post Office.

Accessible vehicles operating on Arriva's services consist of low floor buses with a flat step-free entrance which can be used by wheelchairs; some buses may also have a kneeling facility. Arriva is working to ensure that all our buses in the UK are fully accessible with ramps by 1st January 2017.

All buses that can accommodate wheelchairs have a blue pictogram by the door so that you know they are accessible.

Arriva Bus Customer Services Team: 0344 800 44 11

Taxi

Premier Cars offer wheelchair accessible taxis for our physically disabled customers as priority service. We don't like to exclude anyone from our taxi services, and firmly believe that transport services should be available to everyone. To discuss any requirements contact Premier Cars on 01892 535 535 or email on info@premiercars.cab

We are unable to offer a collection surface and the surrounding streets are urban and paved from both station and bus stop, up until entry to the Industrial Estate, from which there are significant stretches which are not paved.

Car Parking and Arrival

Car Parking is readily available adjacent to the centre and is extensive with 50 parking places available. Further places are available at up to a 200 metre radius. There are no payment machines – parking is free, and no requirement for Blue Badge Parking.

The parking surface is level and made of tarmac with disability ramp entry. There is limited lighting across the parking area, while the entrance is well illuminated.



People may be dropped off adjacent to the wheelchair access and there is no kerbed or stepped access. Please note, there is no handrail to the wheelchair access ramp.

The doors are manual entry double doors allowing ease of access to wheelchair users. Our safety video is subtitled to support the provision to hearing impaired people.

Main Entrance and Reception

Our ramp access and double doors allows ease of entry immediately into our reception area. This area is level throughout and step free to the toilets which include an accessible toilet which has a 910mm door access and accessibility support features. There are ground floor seated areas available from which the climbing may be watched and enjoyed. The floor surface is a commercial linoleum and the area is well lit and open with spaced downlighters.

The registration system is app based and suitable for hearing impaired users. Carers are allowed free entry to support as necessary. If notified in advance, we are also able to provide instruction with Andre Hedger who is profoundly deaf and proficient in signing.



Catering & Shop

Our café provision is incorporated into reception and as such is immediately accessible once through the entrance doors as described. The clear door opening width of the entrance doors is 165cm and is approached via our accessibility ramp. There is ample clear space for wheelchair access throughout the ground floor.

The image in the previous section shows our reception area as described. The café provides a range of hot and cold drinks including Barista standard coffees. Snacks include a range of pastry and cake items, all made locally by small independent businesses. They are prepared and served by our friendly staff at the counter and can be brought over to people as needed. Seating is of a comfortable and informal nature – settees and bespoke benches. Further seating is available upstairs but there is no lift access to that section.

Menus take the form of large blackboards with clearly written items and prices. Staff are also on hand to discuss the food and drinks which are available.

Attraction

Bouldering is climbing without ropes. Although this can be an extremely demanding, physical activity, we are also able to include participants who hold a wide range of disabilities. We have a number of paraclimbers, some of who climb with prosthetics and some who do not. We currently sponsor and coach Josh Senior who has recently been invited to join the Team GB paraclimbing training squad for 2017. We have well established links with deaf schools and also establishments such as Headway who work with people who have suffered from brain injuries.

As an activity however, there are restrictions, and wheelchair access and participation upon the matting and walls is such a restriction.



Public Toilets

The Publics WCs are located and immediately beyond our reception area. There is an accessible toilet available which is separate from the main public toilets. It is Unisex and is not locked at any time.

Floor access is level from entrance to the centre through to the accessible toilet. Door width is 910mm. the space to the left of the toilet is 870mm in width and can be cleared for a wheelchair.

The height of the WC from floor to seat is 480mm and there are vertical grab rails to each side and a horizontal grab rail to the left of the toilet. Guests are able to alert an emergency with a red alarm cord emergency call system. The toilet is well lit using LED lighting. And the flooring is a non slip laminate. The taps are lever taps.



Additional Information

A small number of our Instructors have been given in house training in delivery to hearing impaired groups. They have also developed knowledge of climbing specific signing to help in delivery. We also have one instructor who is profoundly deaf and fully proficient in signing.

Our evacuation procedures include the clearance of all sectors of the centre by three members of staff; Bouldering Area, Toilets and Reception, Upstairs. All visitors will be calmly guided to the nearest Fire Exit in the event that they do not see the signage.

We welcome assistance dogs within the centre and water bowls can be provided upon request.

Future Plans

We currently provided instruction for children with a range of learning difficulties, for paraclimbers, adults with brain injuries and hearing impaired schools. In order to maintain the quality of our provision, our instructors are encouraged to attend relevant CPD and share their knowledge with the rest of the team. This will continue and already allows greater understanding of individual needs.

We also have an extension Project underway and due consideration will made to include further seating provision which is accessible to all.

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