Access Statement

This access statement does not contain personal opinions as to our suitability for those with disabilities, but aims to accurately describe the facilities and services that we offer all of our guests.

This statement is reviewed regularly and updated when appropriate.

Introduction

City Cruises York is Yorkshire's largest river cruise operator.

We have a range of trips to suit everyone, including daytime sightseeing cruises, evening cruises, package cruises, party cruises and much more.

Join us to escape the hustle and bustle of the City and relax on a cruise along the River Ouse in York.
We also have a fleet of self-drive motor boats.

Hire one of our Red Boats and enjoy a leisurely hour or half hour exploring York from the helm of your own vessel.

Our Red Boats are fun, safe and easy to drive with seating for up to 8 people. Why not bring a picnic to enjoy along the way?

No experience necessary. Our crew will talk you through all safety, boat functions and river rules. Life jackets are available for the children if required.

To discover more about us and the services we offer please visit our website www.citycruisesyork.com or call 01904 628 324 for more details.
Pre-Arrival

For full details and maps of how to reach us please see the “How to Get Here” section of our website.

Alternatively, you can plan your journey by car or public transport using Google Maps.

or, for public transport only, Travel Line.

In both cases simply enter our postcode YO1 7DP (for our Boatyard/Office and Lendal Bridge landing) or YO1 9SW (for our King’s Staith landings) as your destination.

An interactive map showing our locations and nearby facilities including Park and Ride bus routes, car parks with Blue Badge parking bays and on-street parking for Blue Badge holders can be found by visiting this link:

Arriving by Rail:

York railway station is used by no less than seven train operating companies:

- Virgin East Coast runs services between London and the North East and Scotland.
- First TransPennine Express runs trains between Manchester and Liverpool and Scarborough, Newcastle or Middlesbrough.
- Northern Rail operates 'stopping' services across Yorkshire, Greater Manchester and Lancashire.
- Cross Country Trains services link the Midlands and South West with the North East, South East Wales and Scotland.
- East Midlands Trains have a very limited weekend only service with trains to York in the winter and Scarborough in the summer, as well as an alternative and slower route to London St Pancras via Leicester.
- Hull Trains run services between Hull and London.
- Finally, Grand Central runs trains between London and the North East and Sunderland.
Arriving by Car:

York has good road links from the A1 via the A59, A64 and A19. Simply follow the signs for the city centre or use the Park & Ride Services on the outskirts of York which are signposted from the A1237 Outer Ring Road & A64 Bypass.

Where to Park

Due to our city centre location we unfortunately do not have our own private car park for customers and visitors. However, in addition to the Park & Ride service, there are several car parks in York city centre. The closest car parks to City Cruises York are,

*For the Boatyard/Office and Lendal Bridge Landing:*

Marygate Car Park, YO30 7DT

Esplanade Car Park, YO1 6FZ

*For our King's Staith Landing:*

St Georges Field Car Park, YO10 4AB

Castle Car Park, YO1 9SA

*People with a Blue Badge may park on:*

Blake Street, Lendal, Goodramgate, Colliergate and Castlegate

See also the map on next page:
Locations

Office and Boatyard

The entrance to our customer office and boatyard is located on the North side of Lendal Bridge.

To reach the entrance from Museum Street go down the steps from the bridge or down the cobbled road to the left of the Museum Gardens entrance. The boatyard can also be reached through the Museum Gardens.

Access to the boatyard is through a large inward opening wooden gate. The entrance is 120cm wide. The area outside the gate is cobbled and uneven and would be difficult to traverse in a wheelchair.

There is a bell push and intercom mounted to the right of the gate that will always be answered during office hours.

One inside the boatyard the surface is paved or concreted and there are no steps to negotiate until reaching the customer office.

There is however a narrow passage 83cm wide that has a 90 degree right turn into a wider (122cm) passage.
The customer office is accessed by a flight of 4 stone steps with contrasting edge paint.

There are handrails at either side. At the top of the steps is an external door with a 3cm threshold strip that is left open during office hours. The opening is 75cm wide.

The internal door is on the left of a small 85cm x 85cm hallway. The opening is 70cm wide and leads into the office itself which has a smooth tiled floor with ample turning space and loose furniture that can be rearranged to accommodate a wheelchair user.

**Boarding Points**

Our cruises depart from either our King's Staith or Lendal Bridge landings:

| **King's Staith Landings** | York City Cruises  
Early Evening Cruise  
Floodlit Evening Cruise  
Private Buffet Cruises  
Afternoon Tea Cruise  
Red Boats  
River Bus  
Some Private Hires |
|---------------------------|---------------------------------------------------------------|
| **Lendal Bridge Landing** | York City Cruises  
Summer Nights Afloat  
Christmas Nights Afloat  
Santa Experience  
Some Private Hires |
King's Staith Landings

Our King's Staith Landings are close to the Jorvik Viking Centre, York Dungeon, Clifford's Tower, York Castle Museum, Kings Arms Pub, St Georges Field Car Park and Castle Car Park.

At King’s Staith we have three floating pontoons with wooden decking numbered KS1, KS2 and KS3.

They are each accessed via ramps with hand rails on either side. The ramps are approximately 8m long and between 104cm and 150cm wide. There is turning space (minimum 1.5m x 1.5m) at the top and bottom of the ramps.

The angle of the ramps will vary with river height but should not exceed 12 degrees.

The landings have been designed so that there will be the smallest possible step up or down from the landing stage to the vessels boarding point.

Because the landing stages float, any step onto the boat will remain constant with river height.

As passengers embark or disembark the boat will fall or rise slightly relative to the landing and this may result in a small step up or down when boarding the boat.
One of our landings (KS1) has a narrow approach to the boarding point (80cm minimum) and restricted turning space measuring 120cm x 98cm by the boat’s boarding gate and may be unsuitable for larger or powered wheelchairs.

There is usually an option to move the boat to one of the other landings should this be necessary to enable safe access.

The boarding points on our two largest vessels; River Prince and Captain James Cook are higher than those on our other three boats and to accommodate this, the KS2 and KS3 landings have fixed ramps with level platforms at the top. The ramp on KS2 is 175cm long and 110cm wide and has an angle of 12 degrees. The KS3 ramp is 163cm long, 120cm wide, with an angle of 16 degrees. Both have 120cm long platforms.

The boarding point on River King is lower than those on the other boats and there will usually be a step down onto the boat. The step may be large and if this is the case portable wooden steps are used to assist with boarding.

Please see following sections which detail the layouts of each of our vessels.

*It is not possible to accommodate mobility scooters on board but they may be left on the landing stage at King’s Staith during the cruise.*
Lendal Bridge Landing

Our Lendal Bridge Landing is close to City Cruises York’s Boatyard/Office, York Station, York Minster, Yorkshire Museum Gardens, National Railway Museum and the Marygate and Esplanade Car Parks.

The landing can be reached via the paved slope to the left of the Museum Gardens entrance on Museum Street or through the Museum Gardens themselves.

There is a flight of 10 stone stairs down to our Lendal Bridge Landing. The steps are uneven and the length and rise of the steps varies.

There is a handrail either side with vertical metal bars and a top rail but those with restricted mobility may find the rail difficult to reach.

This means that this landing is much less accessible than those at King’s Staith.

There will always be a member of staff available to offer assistance should this be required.

Because the landing stage does not float any step up or down onto the boat will vary with river height. Each of our vessels has a boarding point at a different height and there will almost always be either a step up or down onto the boat.
When the river is running close to its normal summer level the step will not normally be greater than 30 or 40cm.

If the river is in flood we use portable steel steps to enable passengers to board safely.

The steps have a rail attached to the right hand side (when ascending). There is always a crew member at the boarding point and they will always offer assistance if this is requested.

In extreme cases there may be a flight of 4 steps to negotiate when boarding the vessel.

For this reason we recommend that wheelchair users and customers with reduced mobility use our King’s Staith landings in preference to those at Lendal Bridge.

*It is not possible to accommodate mobility scooters on board but they may be left near the landing stage or in our boatyard during the cruise.*
Our Passenger Vessels

City Cruises York operates a fleet of five passenger boats. Each has a different layout and some are more suitable for wheelchair users and those with restricted mobility than others.

Each has an enclosed heated saloon on the lower deck and an open upper deck. Furniture on both decks can be rearranged to accommodate wheelchair users and those passengers with children in pushchairs.

Unfortunately, due to the design of our boats, access to the upper decks can be difficult for those with restricted mobility and may not be possible for wheelchair users.

Two of our vessels, River Palace and River Duchess, have been adapted to make access to the lower decks easier.

River Duchess and River Prince have accessible toilets that are more suitable for wheelchair users and also have basic baby change facilities.

All boats have an amplified public address system with speakers located on the open and enclosed decks. Due to the location of the speakers the volume will vary slightly around the vessel. Those with a hearing impairment may find it useful to ask a crew member where best to sit to enjoy the commentary. All passengers are encouraged to request that the volume is increased if they are having difficulty hearing the commentary clearly.

For the benefit of all passengers, booklets that include much of the information given in the commentary are available on request in several languages including English and in Braille.

All crew members are aware that we welcome all people on board and that some may have a mental or physical illness or disability, dementia or a learning disability including autistic spectrum disorder that means that they may need some extra assistance or understanding to fully enjoying their cruise.

The following pages have information on each of the vessels in our fleet.

If you wish to know which of our vessels will be operating on a given date and whether they may be suitable for your needs please contact our office.
River Palace - Deck Plan

River Palace has been adapted to make access for wheelchair users, those with pushchairs and passengers with restricted mobility, easier. The toilets are small and unsuitable for wheelchair users. Decks are steel or timber and level with steps and a shallow ramp between areas.

Stairs to Upper Deck (Both Sides)
10x 65cm wide steps with slip resistant surface and contrasting edging.
Full rail on inboard side, partial rail outboard side.

Passage with Ramp
Passage 77cm wide.
84cm long ramp with 11 degree downward slope.
No hand rails.

Saloon Entrance Doors
Inward opening 135cm wide timber doors with low level handles
2cm upward ramp.

Steel Ramp
Downward sloping with slip resistant surface.
170cm long with rail on right.
8 degree angle with 1.5m square turning area at base.

Saloon Doors (Both Sides)
Inward opening 90cm wide.
Turning area 130cm x 90cm at base of stairs.

Toilets
2x toilets with 44cm wide internal sliding doors.
Turning area 55cm x 40cm.

Enclosed Saloon Area
Level timber floor.
Large picture windows either side to within 30cm of floor.

Steps
2x 80cm wide wooden steps.
Each 35cm rise.
No hand rails.

Boarding Point
Steel inward opening gate 75cm wide.
Grab handle on left.
16cm wide, level platform at top of ramp with slip resistant surface and contrasting colour.
River Palace – Photos

- Entrance Ramp
- Front Saloon
- Ramp to Rear Saloon
- Toilet
- Door to Upper Deck
- Stairs to Upper Deck
River Duchess - Deck Plan

River Duchess has been adapted to make access for wheelchair users, those with pushchairs and passengers with restricted mobility, easier. There is a toilet which is suitable for wheelchair users. There is a baby change unit in the accessible toilet. Decks are steel or timber and level throughout the lower deck.

**Rear Saloon Door**
- Outward opening 70cm wide with 5cm high threshold strip.
- Turning area outside door on rear deck 130cm x 130cm

**Stairs up to Rear Deck**
- 2x 70cm wide steps with slip resistant surface.
- No hand rails.

**Saloon Entrance Doors**
- 120cm wide sliding timber doors with 2cm high threshold strip.

**Steel Ramp**
- Downward sloping with slip resistant surface.
- 170cm long with rail on right.
- 15 degree angle with 1.5m square turning area at base.

**Stairs to Upper Deck**
- Turning area 150cm x 80cm as base of stairs.
- 8x 106cm wide steps with slip resistant surface and contrasting edging.
- Rails either side.

**Accessible Toilet**
- 87cm wide inward/outward opening bi-fold doors.
- Secondary door secured by bolts top and bottom.
- Clear turning area 95cm x 85cm, 70cm space to left of toilet pan.
- Low level wash basin and mirror with lever taps.
- No hand rails.

**Enclosed Saloon Area**
- Level timber floor.
- Large picture windows either side.

**Boarding Point**
- Steel inward opening gate 80cm wide.
- Grab handle on left and right.
- 16cm wide, level platform at top of ramp with slip resistant surface.
River Duchess - Photos

Entrance

Entrance Ramp

Baby Change Station

Saloon

Accessible Toilet

Rear Deck

Stairs Upper Deck
River King - Deck Plan

River King is an older vessel and access for wheelchair users, those with pushchairs and passengers with restricted mobility is restricted. The toilets are small and unsuitable for wheelchair users. Decks are steel or carpeted and level with stairs between some areas.

**Rear Deck**
Covered, but open to sides with steel deck. Predominantly level but with 2 hatches that are raised 2cm above the deck. The hatches are ramped to the sides but not front and back.

**Toilets**
2x toilets accessed from rear deck with 54cm wide outward opening doors. 4cm threshold strip and 16cm wide step inside with 15cm step down.

**Enclosed Saloon Area**
Level carpeted floor. Large picture windows either side. Mix of fixed and moveable furniture.

**Front Saloon Doors**
140cm wide sliding glass doors with level access to front deck area.

**Rear Saloon Door**
Outward opening, 60cm wide with 1cm high threshold strip.

**Stairs to Upper Deck**
6x 63cm wide steps with slip resistant. Rails either side.

**Stairs down to Saloon**
4x 70cm wide wooden steps with contrasting edging. Handrails either side.

**Boarding Point**
Steel, inward opening, 78cm wide gate leading to level steel deck or giving access to portable wooden steps depending on the landing being used and river height. Grab handle on right, gate may be used for support on left.
Entrance with Steps in Place

Rear Deck

Toilet

Stairs to Saloon

Stairs to Upper Deck
River Prince - Deck Plan

River Prince is an older vessel and access for wheelchair users, those with pushchairs and passengers with restricted mobility is restricted. There are steps leading to both the upper and lower decks. There are 4 toilets one of which has been partially adapted for wheelchair users. Decks are steel or carpeted and level with stairs between some areas.

**Stairs to Upper Deck**
6x 76cm wide steps with slip resistant surface. Partial rail to right when ascending.

**Stairs up to Rear Deck**
2x 70cm wide steps with slip resistant surface. Outward opening door, 60cm wide with 5cm high threshold strip.

**Stairs down to Saloon**
3x 70cm wide carpeted steps with contrasting edging. 4cm high threshold strip. Handrails either side.

**Enclosed Saloon Area**
Level carpeted floor. Large picture windows either side. Moveable furniture.

**Toilets**
2x toilets accessed from rear deck with 55cm wide outward opening doors. 3cm threshold strip. No hand rails. Turning area 100cm x 53cm.

**Boarding Point**
Steel, outward opening, 70cm wide gate with grab rail on right leading to level steel deck with slip resistant surface and 100cm x 70cm turning area.

**Stairs to Upper Deck**
6x 70cm wide steps with slip resistant surface and contrasting edges. Rail on left.

**Accessible Toilet**
Accessed from 74cm wide passage with 73cm x 100cm turning area outside. 80cm wide inward/outward opening bi-fold doors. Secondary door secured by bolts top and bottom. Clear turning area inside 80cm x 74. No hand rails.
River Prince - Photos

Entrance  Stairs to Upper Deck  Stairs to Saloon

Corridor leading to Accessible Toilet  Accessible Toilet  Baby Change Station
Captain James Cook - Deck Plan

Captain James Cook is an older vessel and access for wheelchair users, those with pushchairs and passengers with restricted mobility is restricted. There are steps leading to both the upper and lower decks. The toilets are not suitable for wheelchair users. Decks are steel or carpeted and level.

**Toilets**
- 2x toilets, with signs indicating that they are for use by female passengers but may be used by either sex on request.
- The largest has a 50cm wide doorway with 90cm x 55cm clear turning area inside. No hand rails.

**Enclosed Saloon Area**
- Level carpeted/wooden floor.
- Large picture windows either side.
- Moveable furniture.

**Saloon Door**
- Outward opening, 73cm wide with 6cm high threshold strip.

**Male Urinal**
- Accessed via a 53cm wide corridor with a 56cm wide doorway at the end on the right. 140cm x 70cm clear turning area inside. No hand rails.

**Stairs to Upper Deck**
- 6x 75cm wide steps with slip resistant surface and contrasting edges. Rail on left.

**Boarding Point**
- Sliding steel, 75cm wide gate with grab rail on right leading to level deck with slip resistant surface and contrasting edge. 100cm x 93cm turning area.

**Stairs down to Saloon**
- 3x 80cm wide wooden steps with contrasting edging. Stairs curve to the left. Handrails either side.
Captain James Cook - Photos

Entrance

Stairs to Upper Deck

Stairs to Saloon

Largest Toilet

Passage to Gents Urinal

Gents Urinal
Red Boats

Our self-drive Red Boats are available for hire from Kings Staith, on the City side of Skeldergate Bridge.

Access is via a floating pontoon with sloped access ramps. These ramps have handrails at either side.

There are 2.5cm gaps between the wooden planks that form the surface of the ramps and their associated platforms.

One of these ramps has steps covering half its width, the other is a slope over its full width.

Both ramps are 420cm long and 120cm wide with a maximum angle of 31 degrees.
There is a gate at the entrance to the platforms at the top of each ramp with a minimum width of 95cm.

The top platforms have a clear turning area of 130cm x 110cm. There is a 230cm x 150cm turning area at the bottom of each ramp.

The Red Boats are moored against the floating pontoon which is 140cm wide. This has rails on the side nearest the riverbank but is unprotected on the river side.

The pontoon can tilt as people move around on it.

There are 2.5cm gaps between the wooden planks that form the surface.

To board a boat it is necessary to step over the side of the boat which is 40cm high and 30cm wide. The boat will tilt as a person steps on board. Once aboard there is another 40cm step down to reach the floor level.

The Red Boat staff are happy to assist with access when requested but customers should be aware that access to the Red Boats may be difficult for those with reduced mobility.

Full instruction is given to hirers and life jackets are available on request.