



ACCESSIBILITY INFORMATION – THE WATERSIDE ROLLESBY

PRE-ARRIVAL

You can contact us at The Waterside by phone on 01493 740531, e-mail info@thewatersiderollesby.co.uk or directly through our website, or by post to The Waterside Rollesby, Main Road, Rollesby, Norfolk NR29 5EF. All our staff will be very glad to help in any way they can to assist with whatever access support you require.

LOCATION

The Waterside Rollesby is located on the main A149 approximately 7 miles north of the seaside town of Great Yarmouth and 15 miles south of the City of Norwich. We are open 7 days a week all year-round with plentiful free car parking.

WEBSITE

We have tried to make our website as accessible, informative and easy to use as possible. It has been developed on a simple html structure that we believe is compatible with special needs software such as speech readers or digital magnifying lenses.

INTRODUCTION

The Waterside Rollesby is nestled among the stunning surroundings of Rollesby Broad, a SSSI (Site of Special Scientific Interest), situated in the Broads National Park – “Britain’s Magical Waterland”. We believe one of our greatest assets is our magnificent setting right on the Broad where you can enjoy the tranquil views with alfresco dining from our stunning outdoor terrace. You may even spot the resident family of herons. Other activities available on site for our visitors are guided water tours on the Broad, or you can hire a self-drive dinghy or our wheelchair-friendly Wheely Boat – “Stuart’s Dream” or even a Picnic Launch or take out a dinghy for fishing. You can hire binoculars to spot the abundant wildlife; we even have our own purpose-built “hide”. Children are not left out either as we have a fully enclosed play area and 9-hole putting green. Please see access information below.

CAR PARKING AND ARRIVAL

There is a large free car park, mostly shingled, but with 3 dedicated spaces for Blue Badge holders which are gravelled, flat and level with a walkway through to the main entrance. The overflow car park is grassed. The car park and pathways are lit by post lights. It is possible to drive right up to the front entrance if necessary to drop off passengers. There is a very slight sloped, decked ramp with handrails on both sides at a height of 91cm/36ins to the main entrance door which opens outward and has a clearance width of 109cm/43ins. The pull handle is 86cm/34ins from floor level. There is clear signage placed around the site with information boards displaying charges/times etc for boat trips, boat hire, putting fees as well as information about the Rollesby Broad itself and its wildlife.

RESTAURANT

Once inside the restaurant the flooring is wood and level throughout. There is adequate wheelchair access between the tables. There is good natural lighting from the large windows and also ceiling and wall lighting as well as floor lamps. Tables are wooden with a central pedestal and clearance under the tables is 70cm/27.5ins.

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Chairs also wooden, high backed, without arms and seat heights are 46cm/18ins. Printed menus are on tables; these are currently not available in large print but all staff are very willing to help and to read menus where necessary. The counter height is 108cm/42.5ins from floor level but there is a lower counter area at the till of 86cm/34ins. Guide dogs only are allowed in the Restaurant/Terrace, though dogs are allowed on other areas of the site.

TOILETS

The door to the toilets pushes inwards and has a clearance width of 91cm/36ins. The flooring throughout the toilets area is level and tiled. The area is well lit but with little natural light. There is a Disabled/Baby Change toilet as well as 2 cubicles in the Ladies toilet and 1 cubicle in the Mens toilet as well as 2 urinals at a height of 63cm/25ins from the floor. The Ladies/Mens toilet doors push open and have a clearance width of 81cm/32ins. The cubicles in the toilets have a door clearance width of 57cm/22.5ins and the height of the toilet seats is 86cm/34ins. Toilet roll holders are 102cm/40ins from floor level. In the Ladies toilets the sinks are set into a counter-top at a height of 86cm/34ins but there are cupboards under so it would not be possible to push a wheelchair under the sink. The counter width is 56cm/22ins with soap dispensers set on the wall behind the sinks. In the Mens toilets the sinks are also set into a counter-top at a height of 79cm/31ins, again it would not be possible to push a wheelchair under the sinks and the soap dispenser is on the wall above the sinks. The door to the Disabled/Baby Change toilet pulls open with handle height at 89cm/35ins and a clearance width of 91cm/36ins. The light comes on automatically when the door is opened. The floor area is 135cm/53ins wide. There are handrails available on the door and on either side of the toilet and a red alarm cord. The toilet seat height is 48cm/19ins, the toilet roll dispenser is 96cm/38ins from the floor. The sink height is 71cm/28ins with soap dispenser at 94cm/37ins from floor level. There is a foot-pedal operated waste bin.

TERRACE

The Terrace is accessed through the Restaurant and there are double-doors between the Restaurant and the Terrace. There is a narrow framework for the door set into the floor but, again, staff are very willing to help if wheelchair users or those limited sight or mobility should encounter any difficulties. Wheelchair/Mobility Scooter users regularly access the Terrace without any problems. Tables on the Terrace are mostly rectangular wooden tables with metal-framed imitation wicker chairs with arms. Most tables have 2 legs with floor supports. The clearance height under the tables is 71cm/28ins and between the table legs 52/20.5ins. There are also some circular heavy wooden tables with cross-framework legs which would not allow access under the table for a wheelchair. There are wooden highchairs available for very young children.

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OTHER FACILITIES ON-SITE

BOAT JETTY (Dogs are not allowed on any of our boats due to insurance limitations)
Life Jackets are available to all passengers and it is mandatory for children under 12 years of age to wear them for safety reasons.

There are sloping gravel paths from the Restaurant approx 15 metres to the Boat Shed with no handrails. Once at the Boat Shed, there is a short gravelled path with a post/rope handrail to the wooden gate (clearance width 114cm/45ins). Access to the boats is then on a decked jetty 130cm/50ins wide with wooden railing 109cm/43ins high on the land-side but open on the water-side. Great care should be taken if the decking is wet as it can become slippery. As water levels in the Broad vary by up to 23cm/9ins, the access to the boats will also raise/fall with the water level. The Boat Operators are very happy to help people with limited sight or mobility to access the boat if required.

GENTLEMAN JIM GUIDED BOAT TOURS

It is necessary to step from the Boat Jetty into the boat with 2 small steep steps down to the deck. There is a very small toilet and sink on the boat (for emergency use only – the tours last 30-45 minutes). There is a spoken commentary by the Boat Operator but please be aware that hearing loop is not available. The boat seats a maximum of 12 people on wooden benching around the sides of the boat. The boat is covered in the event of poor weather. Trips run daily in the peak season from 11am to 5pm. From October onwards the trips run weekends only (+ weekdays in half-term) but can be pre-booked for private hire bookings.

LADY BELINDA PICNIC BOAT (Available summer season only)

Our open wooden picnic boat can be pre-booked for a 2 hour picnic out on the water complete with home-made picnic supplied. Accessed via the Boat Jetty as above. To access the boat you will be required to step off the jetty and into the boat. The Boat Operators are very happy to help people with limited sight or mobility if required.

WHEELY BOAT “STUART’S DREAM”

We have a 17ft long self-drive wheelyboat which was designed and developed by the Wheelyboat Trust, a small national charity dedicated to providing disabled people with access to waterborne activities. Our wheelyboat allows people with both physical and learning disabilities to enjoy the beauty of the Broads by boat. It operates throughout the day, seven days a week during the peak season and restricted days in the low season or upon request. The boat has a maximum carrying capacity of 4 wheelchairs (of all shapes and sizes), which also allows space for a maximum of 4 Carers for whom seating will be provided. The boat has a roll-on roll-off access and flat deck and is accessed via the Boat Jetty as above. The boat has an accessible drive-from-wheelchair console allowing people in wheelchairs to drive the boat themselves. It is powered by a 2kw electric outboard motor. If you would prefer one of our boat skippers to drive the boat then we can arrange this for you. It is necessary to pre-book the boat which can be rented by the hour. Please see the additional information provided on our website or contact us for an information sheet.

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SELF-DRIVE DINGHY HIRE/FISHING

We have a fleet of 6 dinghies (both rowboats and electrically powered boats) for 3 to 5 persons, all of which are available to hire either hourly or for half-day from 11am to 5pm. These are also accessed via the Boat Jetty as above and help is available if required. Our dinghies as above can be hired for half-day or full-day fishing on the Broad. Help is available if required.

CHILDRENS PLAY AREA AND PUTTING GREEN

These are accessed through the Restaurant/Terrace (see information above). Both are grassed areas with gravel paths and are surrounded by fencing to separate the areas from the car park and the Broad. There are picnic table/bench sets so parents can watch their children (children must be accompanied at all times), with plenty of space for push-chairs and free activity packs for children.

BIRD HIDE (Binocular hire is available)

The Hide (overlooking the Broad) is accessed from the Terrace (distance approx 50 metres), along the gravelled path with handrails on one side through the childrens play area and putting green and then through a low wooden gate (clearance width /114cm/45ins) onto a sloping decked path 127cm/50ins wide with wooden handrails on both sides (112cm/44ins high). There is a very slight lip from the decked path into the building. The Hide is a wooden building with latched door opening outwards (latch height 140cm/55ins from floor and clearance width of the door is 82cm/32ins). There is plenty of room inside the Hide for wheelchairs. Along 2 sides of the building is wooden bench seating 46cm/18ins high. The front of the hide overlooking the water is fitted with sliding glass windows at a height of 82cm/32ins from the floor. There are laminated colour information sheets in the Hide. These are not currently available in large print.

GROUP VISITS/PRIVATE HIRE FUNCTIONS

Please contact us if you are interested in arranging a visit for your Group (15 persons or more). We can offer preferential rates with a range of bespoke packages covering pre-booked lunches/afternoon tea with free pre-booked coach parking and coach driver incentives.

We are able to tailor private hire functions to your requirements for groups of up to 75 people for informal business meetings (free wi-fi), christenings, birthdays, anniversary celebrations and funeral wakes. Please contact us to discuss.

The Waterside Rollesby is committed to providing access for all. Should you have any questions which we have not covered in this document, please do get in touch with us – we would be delighted to help.

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