



ACCESSIBILITY STATEMENT

This Accessibility Statement does not contain personal opinions as to our suitability for those with special access needs, but aims to accurately describe the facilities and services that we strive to offer all our guests/visitors.

PRE-ARRIVAL

The Strathspey Railway is located on Platform 3 of the mainline train Station in Aviemore. Aviemore train station is situated on the main street at the south end of the village. There is a building entrance to the main Aviemore train station which has wheelchair access. Alternatively, there is an open access area located down the main building entrance, approximately 20 metres round the corner of the station building.

One way of reaching the Strathspey Railway is through Platform 1 of the mainline train station which can be accessed as detailed above. Once on Platform 1, visitors of the Strathspey Railway need to cross the footbridge to access Platform 3 where the Strathspey Railway is located. The footbridge consists of two flights of steps (sixteen steps, then six) at each side of the bridge, taking you up and then down the other side.

We look forward to welcoming you. If you have any queries or require any assistance please phone 01479 810725 or send an email to enquiries@strathspeyrailway.co.uk.

CAR PARKING AND ARRIVAL

To get there by car, from Grampian Road which is the main street that runs north/south through Aviemore village, go to the very south of the village passing the train station and the petrol station on your left, and passing Happy Haggis further down on your right. You will see La Taverna Restaurant at the roundabout. At the roundabout, take the left exit signposted Cairngorm Mountain and then take the next immediate left on to Dalfaber Road which runs parallel to the River Spey. You will first pass a holiday house estate, then Aviemore Bunkhouse and The Old Bridge Inn on your left before the road forks into two some 800metres beyond the Inn. You will see a brown signpost pointing to the Strathspey Railway car park which is at the top of the road that forks to the left.

There are approximately 15 further parking spaces on tarmac surface, and approximately a further 15 parking spaces on a rougher surface consisting of crushed rock (particles of various size and shape) and coarse sand. There are two Accessible parking spaces available which are located under 100 metres from the Strathspey Railway ticket office and shop. We do not operate any ticket / payment machines and parking is free of charge.

For access to the Strathspey Railway Platform 3 from the car park, level access via a crossing is provided. No handrails are currently provided. The level crossing is at least 2 m wide and 7 m long. A ramp brings you up to platform level from the crossing access.

MAIN ENTRANCE, RECEPTION & TICKET OFFICE

If entering the platform from across the footbridge, entry is through a 220cm wide open gate through a fence. If entering through the level crossing from the car park, the entrance to the



Strathspey Railway Station facilities and boarding area is located straight ahead within distance of under 80 metres.

There is a leaflet rack in the pre-arrival area of the main entrance with the Strathspey Railway Timetable leaflet available for visitors to pick up and use during their trip. Currently, no alternative formats of the Timetable (large print / audio) are available.

Level access to the pre-arrival area providing immediate access to the shop and ticket office is through a 140 cm wide double-door which is kept open at all times on a running day. Access to the shop and ticket office is through a 1m wide double door. The shop / ticket office is level throughout. There are 60 cm and 90 cm wide passages between fixtures. The counter is 1 metre high. Some of the display racks are lined to the walls, and some of them are positioned in the middle of the shop area. Around 60% of the retail goods are located at a height lower than 120 cm. Staff and volunteers are willing to give assistance if and when required.

ATTRACTION

The Strathspey Railway provides one third discount off a standard 2nd Class travel ticket for the less able passenger and one accompanying carer may travel free of charge. If you are booking your tickets online, please call our Office on 01479 810725 so as we can assist you with booking and payment. You may be asked to show supporting documentation on arrival. The one third discount also applies to First Class travel but the standard £25 charge will be payable for a First Class upgrade. The one third off discount does not apply to Dining, Special Events and packages tours and experiences. If a Less Able Visitor is confined to travel in our Guard's van, they and their Carer may both travel free of charge. Direct access to the Strathspey Railway platform for boarding is immediately to the right of the shop and ticket office through a 160 cm wide double door.

Country Class travel is our standard travel which on a usual service consists of two 64-seater carriages at the very front of the train behind the engine, and another two 64-seater carriages at the back of the train. First Class travel is available in individual carriages which seat up to four people (up to 6 people for the 10:30am service only) and offer privacy and comfort for the entire length of the journey.

Our First Class carriages are located next to the Guard's van, a smaller area of the main carriage set located in the middle of the train. On the other side of the Guard's van is located the Restaurant car with a bar, tables and chairs and on board kitchen facilities. There is a 60 cm wide passage between the Guard's van and the bar and restaurant area of the train. There are currently six functioning toilet facilities located throughout our four coach daily service train. Our vintage carriages, with both Country Class and First Class seating areas, having been built in the mid-1900s, are regrettably not accessible for wheelchair users. If less able visitors can take a few steps to our First Class and Country Class seating areas, station staff and guards will be readily available to offer assistance to anyone that requires it. Our staff will offer their help in seating less able visitors in one of our Country Class or First Class carriages and safely storing any wheelchairs / pushchairs in the "Guard's van".

If visitors were fully restricted to sitting in their wheelchair throughout the train journey, travel would be limited to the Guard's Van where wheelchair users can remain in wheelchairs throughout



the trip along our line, with a very limited number of seats available for family, friends and carers. Station and train staff will be available to assist any visitors who may be restricted to travelling in the Guard's Van. Unfortunately, we have no disabled access to toilets on board our Heritage carriages, on account of their original design and construction.

Interpretation on board consists of the "out the window guides" which visitors can purchase from our ticket office / shop. The guide is mainly in relatively small print, but includes plenty of pictorial maps and images. It should be noted that the Guard's van, if used for travel, can be darker due to the smaller size of the windows in that area. There is currently no on-board music or commentary.

PUBLIC TOILETS

Toilet facilities for Ladies and Gents are located on the Strathspey Railway platform 3 at Aviemore Station. The Gents toilets are located to the left along the Station platform. The Gents facilities include 2 toilets, 2 urinals and 2 washbasins. The Ladies toilets are located round the corner at the end of the Station building, just a couple of metres further down than the Gents toilet. The Ladies toilets have 3 toilets and 3 wash and washbasins. There is an Accessible toilet with Baby changing facilities also located to the left along the Station platform (the Accessible toilet is located approximately 40 metres from the ticket office / shop). The entry to the Accessible toilet is level. The width of the door is 80 cm. There is clear space for a wheelchair on the right side of the cubicle (when facing the WC) and this space is 80 cm x 90 cm wide. The height of the WC is 42 cm from floor to seat. There are one horizontal and four vertical grab rails. Two of the grab rails are located on the back wall and the rest of the grab rails are positioned on the side walls. Fluorescent lighting is available in the Accessible toilet providing well-lit conditions in the facility. Non-slip flooring is provided throughout the facility. The sink is operated using lever taps.

CATERING

On a normal service train, Light lunch is available on the 12:30 train and Afternoon tea is available on the 14:45 train.

For a full Light lunch or Afternoon tea offering, advanced booking is required. An on board menu is available so you could purchase a range of snacks and refreshments on board, too (subject to availability).

For our Fine Dining experiences: Traditional Sunday Lunch and Summer Evening Dining, meals are provided based on advanced booking only. If you have any special dietary requirements, please indicate this in the Comments field of your online booking or phone our office to seek further help with arranging your special menu. Our on board menus are printed in large format with predominately large font throughout.

Dogs and assistance dogs are allowed on our normal service trains, but dogs are not allowed in any of our First Class carriages. No dogs are allowed on our Dining trains due to the different interior layout of these trains and for hygiene reasons.



SHOPS

For information regarding our Aviemore shop, please refer to the "Attraction" section of this document.

ADDITIONAL INFORMATION

- Accessible parking and wheelchair access is also available at our Boat of Garten and Broomhill Stations.
- Accessible toilets are available at Aviemore and Broomhill Stations only.
- The Accessibility statement refers to our daily service trains, and provides detailed information for visitors departing our Aviemore Station. For Accessibility related information regarding our Dining or Diesel multiple units trains, or if you have any specific questions regarding Accessibility at our Boat of Garten or Broomhill Stations, please phone our Office on 01479 810725.

FUTURE PLANS

Plans are in progress to improve the accessibility of our carriages.

Contact Information

Address : The Strathspey Railway, Aviemore Station, Dalfaber Road, Aviemore, PH22 1PY

Telephone : 01479 810725

Email : enquiries@strathspeyrailway.co.uk

Website : <http://www.strathspeyrailway.co.uk>

Office opening hours: 9am to 4:30pm. For train schedules, please refer to our Timetable which changes on a monthly basis.