

# Access Statement – Malvern Tourist Information Centre

## Location

Malvern TIC is located in the Lyttelton Well Courtyard at 6 Church Street, Malvern WR14 2AY, close to the drive of Great Malvern Priory. Church Street is on a slope, with a pavement on each side of the road.

Access from the street is via the Lyttelton Well Café's seating area, where an adequate path for all users is maintained.

Access from the street to the TIC door is signed, level and free from steps (steps connect the area of the courtyard immediately outside the cafe to the front of the Priory drive, but these can be avoided). Please note that this can be a busy area, especially during the summer.

High-level signage is supplemented by a substantial A-board on the pavement and there are further signs directing visitors through the courtyard.

## Parking and public transport

The nearest car parks (including disabled bays) are in Grange Road and Edith Walk. Please note that there are steps to exit the Edith Road car park. These car parks offer 2 hours' free parking for blue badge holders displaying a valid badge and time wheel (please check information board for confirmation).

The nearest long stay car park is at The Council House, Avenue Road. This car park offers 3 hours' free parking when a valid blue badge and time wheel are displayed (please check information board for confirmation).

For more information about car parks, please visit:

[www.malvern hills.gov.uk/parking-and-streets/car-parks](http://www.malvern hills.gov.uk/parking-and-streets/car-parks)

The nearest on-street parking bays are in Church Street. The nearest on-street disabled bays are in Abbey Road (in front of Great Malvern Post Office).

The 44 bus service between Worcester and Malvern, 675 service between Ledbury and Malvern, and 42 service around the town are operated by accessible buses. Please visit [www.traveline.info](http://www.traveline.info) or contact Malvern Tourist Information Centre on 01684 892289 or email [info@visitthemalverns.org](mailto:info@visitthemalverns.org) for assistance with planning a journey.

### **Building access**

There is step-free access to the TIC through the front door, which is the only access point. A light above the door is in operation outside daylight hours.

When the weather allows the door is kept open throughout opening hours; at other times the door is power-assisted and can be opened by pressing the large buttons (located to the left of the door both inside and outside).

TIC staff are always available to assist where required.

### **Accessible toilets**

Unfortunately, there are no toilets for customer use on site. The nearest public toilets (including an accessible toilet, accessed by Radar key) are located in Grange Road, between the Grange Road South car park and Malvern Theatres.

### **Inside the TIC**

The surface throughout the public areas of the TIC is carpeted and level. All public areas are kept well-lit at all times. Please do not hesitate to raise any concerns with TIC staff.

A low-level counter top can be made available on request.

An induction loop system is in operation. The level of background noise is dependent upon the number of customers using the TIC and nearby café seating, but there is no additional sound in the form of radio or music playing.

Assistance dogs are welcome. Radar keys are available to purchase from the TIC.

### **Emergency evacuation**

In the event of an emergency, TIC staff will ensure that all customers are able to leave the premises quickly and safely.

### **Tourist information**

The TIC maintains information on accessibility of nearby attractions and staff will be pleased to confirm any relevant details to help you plan a visit.

**Contact**

If you have any queries in advance of your visit, please contact the Tourist Information Centre using the details below:

Post: Malvern TIC, The Lyttelton Well Courtyard, 6 Church Street, Malvern  
WR14 2AY

Phone: 01684 892289

Email: [info@visitthemalverns.org](mailto:info@visitthemalverns.org)