

## Accessibility Statement

### Rhondda Heritage Park – A Welsh Coal Mining Experience.



The purpose of this statement is to inform visitors to the site of the facilities in advance of their visit.

It allows individuals with accessibility requirements to make an informed decision on whether the site is suited to their circumstances.

This is not defined to wheelchair users only but advisory for people with any disability/hearing loss/mental or visual impairment/older people as well as families with young children.

The statement includes advice prior to booking through to transport, directions and arrival at the site. The statement is factual at correct at the time of writing.

## Location & Directions

- By Road – follow the M4 to Junction 32, take the A470 to Pontypridd, A Welsh Coal Mining Experience is clearly signposted via brown and white tourism signs.
- By bus – from Cardiff Central bus 132 to Trehafod. The bus stop is directly outside the Visitor Centre. For any queries please ring 0871 200 2233.
- By train – from Cardiff Central train station to Trehafod. Turn right out of the station and follow the signs to A Welsh Coal Mining Experience, approx. 200 metres.
- For Sat Nav or GPS the postcode is CF37 2NP.

## Opening Times:

Monday	Closed.
Tuesday	9.00am - 4.30pm
Wednesday	9.00am - 4.30pm
Thursday	9.00am - 4.30am
Friday	9.00am - 4.30pm
Saturday	9.00am - 4.30pm
Sunday	Closed October to April. Open June to September (please check website for specific dates)

Your guided tour will take around 90 minutes so please allow ample time for your visit. We advise a dwell time of around 2-3 hours at least on site.

## Bookings

Bookings can be made online via the links on our website

[www.rhonddaheritagepark.com](http://www.rhonddaheritagepark.com) or by ringing the venue on 01443 682036.

The site is completely accessible for wheelchair users but the topographical nature of the site does mean that not all areas are of a smooth nature. Suitable footwear is advised.

We welcome all visitors but due to the nature of the tour and the size of the lift there are limitations on how many wheelchair users can be accommodated on the same tour. Please advise (if you are able) at the time of booking if you are a wheelchair user.

Group and School bookings can be made by ringing the venue directly. Coach Drivers and Group Organisers benefit from free entry.

## Parking

- The site offers ample free parking for cars and coach use.
- Car Park easily accessed off Coed Cae Road with large metal gates and designated parking bays throughout.
- Coaches can park outside to allow visitors to disembark before parking in the allocated coach parking bays.
- Five bays designated as accessible parking with good levels of hatching to the rear and sides of the bays, clearly marked.
- Access from accessible bays to the main entrance is via level ground at the front of the bays to the dropped/non dropped kerb or along the rear hatching up a steady inclined tarmacadam road to the dropped kerb leading to the main entrance.



### Arrival to Main Entrance & Foyer.

- There is a clear path from the car park leading to a briquette surface to the main entrance.
- A crossing point is provided with blister style tactile paving to cross the road to the car park.
- Entrance to the Visitor Centre is via a large clear walkway leading onto a flagstone path.
- Entry is via a set of double Automatic Entrance Doors which are fully glazed and have manifestation to the glass.



- Flooring inside the Visitor Centre is natural stone and of a consistent nature.
- The reception desk is slightly to the right as you enter the centre and includes a reduced height section.
- The foyer has good lighting levels.



## Coal Society

- A small exhibition area situated to the right of the main entrance.
- Smooth tiled floor
- Sufficient space to manoeuvre wheelchair.



## Retail Area

- A small retail area consisting of a tiled floor.
- Spacious area for wheelchair users.
- As the retail area is compact some items are on higher shelves, however staff available at all times to assist.



## Il Café Bracchi.

- The café is situated on the ground floor
- There are a number of tables and chairs situated outside in the foyer area as well as the cafe.
- In good weather tables and chairs are positioned outside the café.

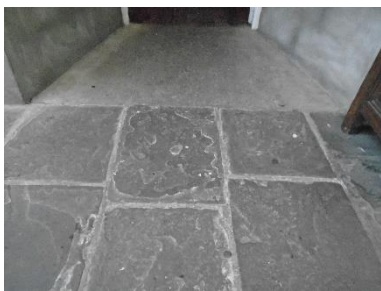


- Access in to the café is level and there is a transition in flooring surface from natural flagstones to terracotta tiles.
- The café has a large food and drink selection, seating and tables have good clearance between them.
- The café caters for a range of dietary requirements.
- The café is very well lit.
- Staff available to assist at all times.



### Chocolate House.

- Small area on site used during events as a retail area.
- Accessed via an open doorway with a surface transition of flagstone to concrete to a wooden floor inside.
- Any purchases can be made via the café area.



## Butchers Area

- Access to this area is via an open, single leaf glazed wooden door.
- There is a surface transition from flagstones to a mosaic tiled area into internal wooden flooring.
- Ample space amongst the displays. There is a bench and a lamp post directly outside the shop.



## Facilities.

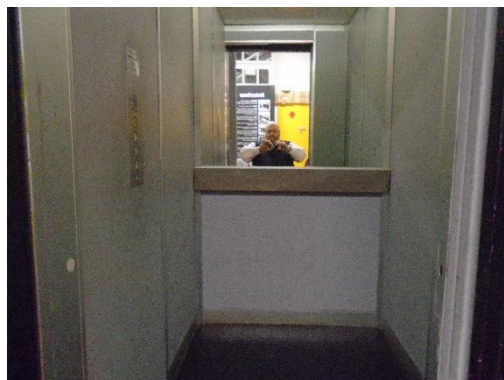
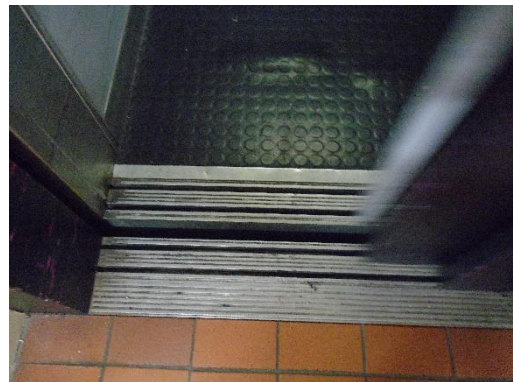
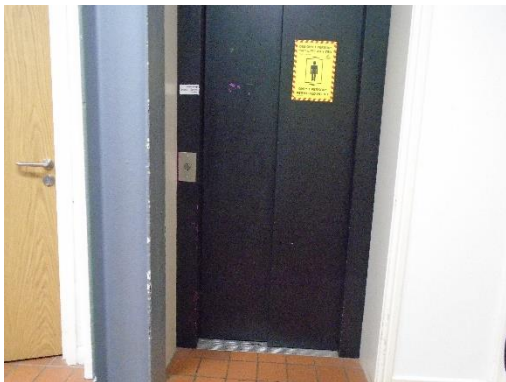
- The site provides a Changing Places bathroom which requires a RADAR key to access. Reception holds a key if you do not have one yourself.
- Situated upon entry to the Visitor Centre.
- The area is well laid out and provides very good turning circles and manoeuvrability for wheelchairs and carers.
- There is a height adjustable bed and a hoist.
- Users wishing to use the hoist will need to bring their own sling.
- Alarm via pull cord.
- Ladies and Gents toilets available.
- Baby Changing Room available.





### Upper Floor Exhibition Space.

- The upper floor is accessed via the stairs or the lift.
- Lift is suitable for 1 wheelchair.
- The upper floor is very spacious.
- EVAC chair is available on this floor.
- Staff trained in evac procedures.





### Craft of Hearts

- Craft of Hearts is a concession area on site. Craft of Hearts are available for pre booked workshops or as a retail walk up area.
- Accessible via stairs or lift.
- Ample space for wheelchair user to view and be seated for a workshop.

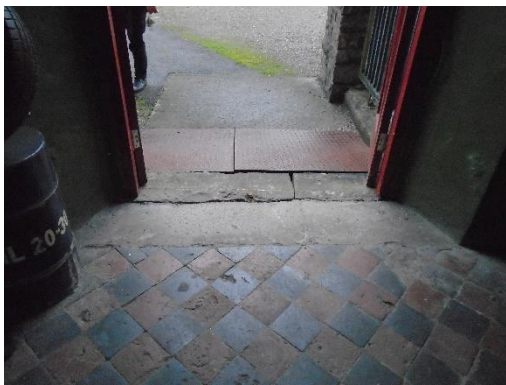
### Black Gold Tour

- Guide collects tours at reception and vacates via two doubled glazed, manually operated doors
- Yard is a flagstone area leading to a briquette path..



### Trefor

- Entrance is via a flagstone ramp or a set of four steps.
- Ramp has a balustrade to the right-hand side of it upon entry.
- Steps have been marked yellow along their edging and have balustrades on both sides.
- Entry is via double doors onto a tiled floor.
- There is a gated area which has a Clear Effective Width of 881mm.
- Exiting this building, you would pass through two double, wooden manually operated doors on to a chequer plate ramp.



### Bertie

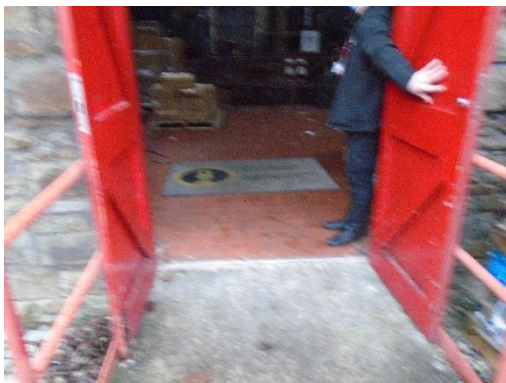
- Descend the ramp onto a tarmac path
- Small gravel area leading to next ramp.
- The ramp has a steady gradient with balustrading to both sides.
- The ramp turns to the left, leading to the entrance doors.
- There is good circulation space at the entrance turn.







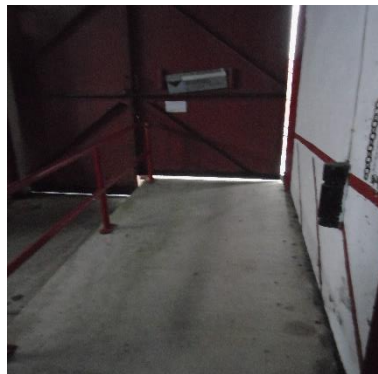
- There is a blue, metal chequer plate ramp with balustrades to either side with a small threshold.
- Once at the top of the ramp, there is a flagstone path leading to a sharp turn on to another ramp.
- There is a level walkway leading to two manually operated doors for the exit.



### Access to Pithead

- To exit Bertie there is a doorway on to a concrete ramp.
- Access to Pithead is through a single, manually operated door. Users will transition from a tarmac path to concrete flooring.

- There is a tight right-hand turn upon entering the building.
- Pathway here is narrow but sufficient space for wheelchairs.
- To the right is a concrete ramp with balustrade to one side and external wall to the other. The ramp leads to a single manually operated door.



### Lamproom

- Access to the Lamp Room for able bodied persons is via a tarmacked courtyard.
- Entrance is via two manually operated doors with a mound style ramp which has guarding either side.
- For ambulant disabled visitors, the staircase has a handrail to one side, chequer plate treads with yellow nosing strips.
- There are eight steps down to the exhibition. You exit this room the same way in which you entered.
- Wheelchair users can access the Lamp Room to view the area from this route and if so there is a small threshold to overcome to enter the lamp room.
- Once inside, a wheelchair user would remain at the top of the staircase utilising the chequer plate landing as a viewing point.



- For wheelchair users wishing to enter the Lamp Room at ground level, an alternative route is taken via the Pithead. This is a concrete ramp leading you through double doors into the Lamp Room.
- Exit is via the same route and will lead onto the tarmac area via the metal double doors.



### The Lift.

- The lift is accessed after the Lamp room through a large, wooden manually operated door on to a concrete path.
- Inside the lift lobby, there are metal supports to each side which give a CEW of 914mm. Access in to the lift car is via a chequer plate floor.



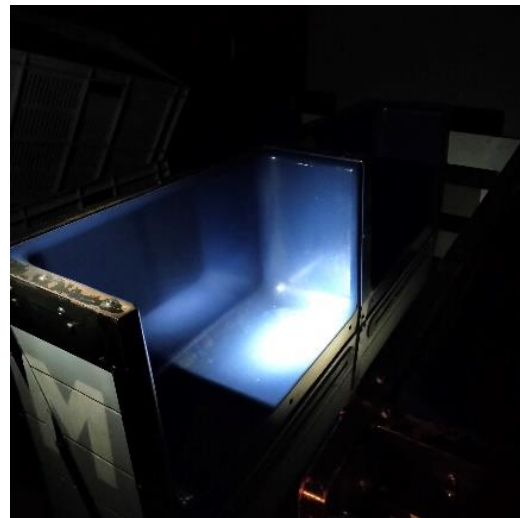
## Underground

- Note that the very nature of the site and ground conditions are naturally uneven.
- Inlaid in the underground floor is a cart styled track with wooden sleepers. A concrete base has been adapted between the tracks.
- Visitors can potentially get coal dust on footwear
- The tunnel leads up a slight incline.
- The air door area has a series of anti-slip rubber mats
- Many of the walkways underground are dusted with coal dust.
- The next pathway has a gentle gradient and leads to another doorway which leads to a concrete path.
- Users transition from the concrete path back to a cart styled pathway which a firm surface and a gradient.
- After exiting this pathway, the flooring is that of tactile, blister paving. This pathway leads to the exit. Visitors with a visual impairment of any degree should be aware that tactile paving has been used within this area.



### The Simulator.

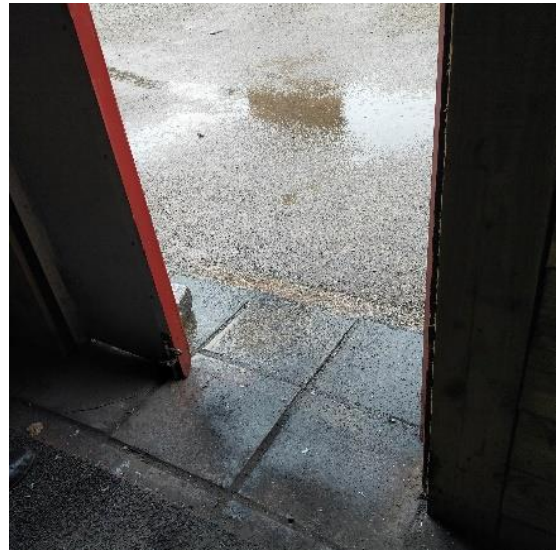
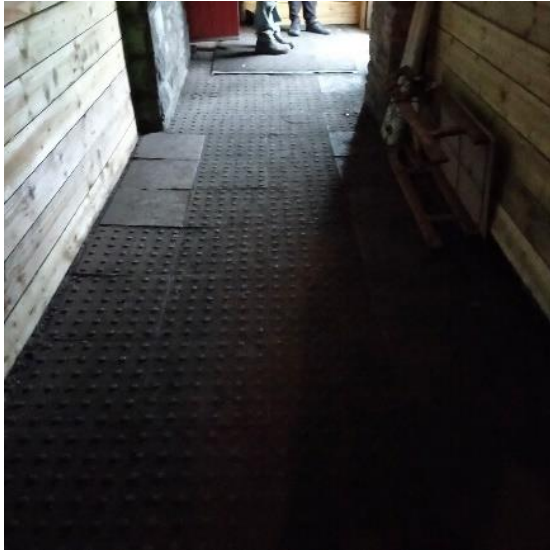
- The simulator is a 4D experience with a fixed base carriage.
- At present the seating is not accessible for a wheelchair user.
- More able bodied persons can manouver from a wheelchair onto the fixed seating.
- Wheelchair users can be seated on the walkway directly adjacent to the simulator.





### Exit and return to Main Building.

- Exit through a single door over flagstones.
- Leads to a tarmacked surface and gravel until you reach the path of flagstones to access the visitors centre.



### Emergency evacuation procedures

- Designated staff are trained in fire evacuation procedures.
- Directions to fire assembly points are well signed and displayed.
- Two way communication via radios at all times for tour guides and staff.
- Fire exit signs, manual call points and fire extinguishers well displayed and accessible.
- Audio fire alarms in place.
- Ample fire escapes underground and in the event of an emergency, tour guides are trained to assist in the evacuation of all visitors on a tour at that time.
- Evac chairs are situated in Visitor Centre and underground.
- Please note some evacuation areas due to being underground may require the assistance of the Fire Brigade to bring a wheelchair user to the surface in the event of not being able to re-enter the underground area.

### Additional information



- Assistance dogs welcome throughout the site.
- Non assistance dogs allowed in Visitor Centre ground floor area and outside.
- The site can become busy especially on event days, please note that the site has gained its Autism Friendly Award and quieter tours can be arranged in advance.
- Foreign language sheets available in multiple languages for the tour.

### Future Plans

We are currently reviewing interpretation on site. Our aim is to display our exhibitions and interpretative material on site in a more accessible format for all users of all ages and all abilities.