

# Accessibility Statement



The Lynton & Barnstaple Railway is a working historic narrow gauge railway and whilst we welcome all visitors inevitably there are a number of aspects of the Railway that may present access issues to some.

## GETTING HERE

Woody Bay is our main terminus station, and we recommend that you start your journey from here. There is a large free gravel car park, on the left-hand side when you drive in through the main gates, from which there is step free access to the platform.

On busy days there is a large grass overflow car park which is located in a field through the back of the main car park. Visitors are reminded to take extra care in wet conditions as the surface may be slippery.

There are designated 'Blue Badge Holder' parking bays, on the right-hand side when you drive in through the main gates, immediately beside the platform with level access to the entrance of the booking office and shop. These are available for use on all normal operating days except some Special Events.

## GETTING AROUND AND BOARDING TRAINS

Access to, and egress from, all carriages entails a step up from, and back down to, the platforms at Woody Bay Station and Killington Lane Halt.

All of our normal service trains have space available for customers with mobility impairments, currently including at least two wheelchair spaces. A wheelchair ramp is available to help access the trains although this has a weight restriction which may preclude certain wheelchairs.

Although we can accommodate wheelchairs we do not have turning spaces within the train due to the narrowness of our carriages.

Wheelchairs that are of a width 30" (760mm) or less may be accommodated in the trains. Those with larger or motorised chairs should contact the Railway in advance to discuss arrangements.

Please do not hesitate in asking a member of staff for any assistance that you may require.

As this is a working railway it can be noisy and there will be steam, smoke, cinders and smuts in the air, which can get in your eyes or on your clothes when the steam locomotives are in operation and we ask that you do not lean out of the carriage windows. There may also be sudden movement or stopping when the locomotive is being coupled or uncoupled.

We know how much children, of all ages, enjoy the Railway however we would remind you that there will be moving vehicles around the site and ask that children are kept under close supervision at all times and please stay vigilant especially when taking photographs.

Due to the size of the Miniature Railway customers with mobility impairments may find it unsuitable or impractical.

The Garden Railway is accessible by, and viewable from, a sloping ramp.

We welcome all well-behaved dogs and their owners to the Railway and on our trains. Please be considerate to other visitors and keep your dog on a short lead at all times. Dogs may travel free of charge provided that their owners have purchased a ticket and other passengers do not object. We only ask that for reasons of hygiene dogs are not allowed in 1st Class compartments or on the seats in 3rd Class. Please consider making a donation if your dog enjoyed the ride too!

We regret that due to space constraints prams, push chairs and buggies cannot be accommodated on trains however they can be left at the station at owners' own risk.

Please be aware that, for your own safety, some areas are not open to visitors. These areas are clearly identified with easy-to-read signage.

## **STATION FACILITIES:**

### **Woody Bay Station**

There are two platforms at Woody Bay station however, to avoid congestion on the platform adjacent to the station building, trains arrive and depart from the opposite platform.

Passengers are therefore required to cross over the track, via a pedestrian crossing, in order to board the train or return to the station building. Whilst the crossing is level, care should be taken when using the pedestrian crossing and we ask that passengers follow the instructions given by the station staff.

Toilets are situated on the approach to the station building and these are accessed by a gentle ramp. There is an accessible toilet and baby changing facilities are also available within the toilet block.

The shop and booking office are accessed from the main platform where there is a 4" (100mm) step into the building. Please ask staff for assistance if you require help getting into the building.

The Tea Room is accessible via ramps from the main platform and from the outside seating area. Well behaved dogs are allowed in the Tea Room and there are many picnic benches around the station that you are most welcome to use for your own picnic as well as food purchased from the Tea Room.

There is a Woodland Walk which is accessible from the platform opposite the station building. The walk comprises of a gravelled path, with a number of steps, leading through sloping woodland. The path may become slippery and muddy during inclement weather so stout footwear is advisable and we ask that you keep to the designated path.

### **Killington Lane Halt**

The station is only accessible by a level footpath back to the lane. The platform surface and path have a gravel surface. The only station facility is a small waiting shelter on the platform.

Passengers are reminded that they should not cross the track unless they are instructed to do so by the staff.

### **Chelfham Station**

Chelfham Station is located between the villages of Snapper and Bratton Fleming and is open to the public every Wednesday, Sunday and during special events.

You are reminded that, unfortunately, there are no trains running or on view at the station although the Ticket Office and Waiting Room have been restored back to how they looked when trains were running.

The traffic entrance to the station is very tight and unsuitable for caravans or trailers and large vehicles.

The car parking surface is a grassed area that may be muddy and slippery during inclement weather so extra care should be taken when the ground is wet.

There are two platforms each with a gravel surface and again care should be taken when crossing the grassed track bed between the platforms as it may be muddy and slippery during inclement weather.

The waiting room and booking office are accessed from a platform where there is a low step into the building. Please ask a member of staff for assistance if you require help getting into the building.

There is also a small separate book shop located behind the waiting room which is entered via a low step.

Unfortunately public access to the Chelfham Viaduct is restricted.

### **First Aid**

There is a First Aid kit located in the Guard's compartment and other kits are located around Woody Bay and Chelfham Stations.

### **Mobile Phone Coverage**

Although coverage is patchy in most of the locality, most networks can get some coverage at Killington Lane and Chelfham Station.

### **No Smoking Policy**

In line with most other heritage railways the entire site is a no smoking or vaping area.

### **Any comments or questions?**

We would welcome any constructive suggestions as to how we may improve accessibility throughout the Railway.

If you have any questions or concerns about the information given above, you can contact us by e-mailing us at [enquiries@lynton-rail.co.uk](mailto:enquiries@lynton-rail.co.uk)

If you have any questions as to how we can help you further, please do not hesitate to contact us and we will do our best to help you to plan your visit. Telephone us on 01598 763487.

<b>Document History</b>					
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