

# Chester City Centre Access

## A guide for disabled people

### Changing Places



A Changing Places toilet is available in the Frodsham Street Public Toilets. The toilet is larger than a standard accessible toilet and includes extra equipment such as ceiling track hoist and adult size changing bench. The toilet is operated using a RADAR key and is open every day from 8am to 8pm.

### Community Toilet Scheme



Several city centre shops, bars and restaurants have signed up to the Community Toilet Scheme which allows members of the public to use their toilet facilities.

**For further information please visit:**

[www.cheshirewestandchester.gov.uk/communitytoilets](http://www.cheshirewestandchester.gov.uk/communitytoilets)

### Public Toilets



A unisex wheelchair-accessible toilet facility can be found at each of the following Council-owned public conveniences. Toilets are operated using RADAR key. In addition, there are accessible toilet facilities located within The Mall shopping precinct.

Location	Summer (Easter - Sept)	Winter (Oct - Easter)
Princess Street (under the Market)	08.00 - 18.00	08.00 - 18.00
Frodsham Street	08.00 - 18.00	08.00 - 18.00
Union Street (Near Grosvenor Park)	11.00 - 17.10	closed
The Groves (Near Suspension Bridge)	08.00 - 20.00	09.00 - 16.30
Little Roodee (on the coach/car park)	seasonal times	seasonal times

#### Accessing Cheshire West and Chester Council information and services

Council information is also available in Audio, Braille and Large Print formats. If you would like a copy in any of these formats or in another language, please email us at [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk). We are also able to provide a British Sign Language (BSL) interpreter to support customers with accessing Council services.

**Tel:** 0300 123 8 123 **Textphone:** 01606 867 670  
**email:** [equalities@cheshirewestandchester.gov.uk](mailto:equalities@cheshirewestandchester.gov.uk)  
**web:** [www.cheshirewestandchester.gov.uk](http://www.cheshirewestandchester.gov.uk)

### Access points to the Rows

The Rows are a feature unique to Chester which comprise elevated walkways on the main shopping streets. There are number of steps accessing the Rows, however, all sections are also accessible to wheelchair users. The location of these access points is shown on the map:



#### Bridge Street Row West and Watergate Row South

Ramp on Pierpoint Lane next to Carluccios restaurant OR via passageway from Weaver Street



#### Watergate Row North

Ramp access from Goss Street (next to Reiss) OR level access via Goss Street (limited headroom)



#### Eastgate Row South and Bridge Street Row East

Level access through the Grosvenor Shopping Centre (open Mon-Sat 09.00-17.00, Sun 11.00-17.00, Bank Holidays 10.00-17.00) OR via lift on Pepper Street



#### Eastgate Row North and Northgate Row East

Level access via Godstall Lane, which is accessed from St Werburgh Street



## Car Parks

**P** Please display your valid blue badge with serial number and expiry date clearly to obtain up to 4 hours free parking in the following Council owned car parks:

- Frodsham Street dedicated disabled parking area (CH1 3JJ)
- Hamilton Street dedicated disabled parking area (CH1 2BG)
- Any Council pay and display car parks. If you wish to stay longer than four hours, please purchase a pay and display ticket for the additional time and display the ticket next to your disabled parking badge and clock.

On-street parking for Blue Badge holders is also available on St Werburgh Street and Hamilton Street.

## DisabledGo Online Access Guide

**disabledGo** DisabledGo provide online access guides to over 90,000 venues across the UK, including 1,000 venues in Cheshire West and Chester. You can find detailed information about access to all kinds of places – cinemas, hotels, restaurants, libraries – the list goes on. The website is free to use and you don't need to register, just go to [www.disabledgo.com](http://www.disabledgo.com)

## Dial House



DIAL House provides a free, confidential and independent advice service on issues such as disability rights, community care, education, health & leisure, mobility & transport, sports & leisure and welfare benefits. Additionally there is a Community Cafe providing home cooked food at reasonable prices.

### For further information please contact:

Telephone: (01244) 345655  
 Textphone: (01244) 315122  
 Email: [contactus@dialhousechester.org.uk](mailto:contactus@dialhousechester.org.uk)  
 Address: DIAL House Chester, Hamilton Place, Chester CH1 2BH

## Shopmobility



The DIAL House Shopmobility Service, based in the Kaleyards car park off Frodsham Street, (CH1 3JH) provides daily use of mobility scooters and wheelchairs to enable people with disabilities to access city centre shops and facilities. For a one-off fee anyone can join the Regular Users Scheme and book a scooter or wheelchair as often as they like, seven days per week (except bank holidays). Alternatively, daily hire fees apply to visitors / tourists / occasional users.

Tel: **01244 312 626** or Email: [shopmobility@dialhousechester.org.uk](mailto:shopmobility@dialhousechester.org.uk)

