



Art, aperitifs and... accessible loos

Your guide to an
accessible break in
NewcastleGateshead

Welcome to your guide

When choosing where to go on your next English holiday the last thing you should have to worry about is whether or not the hotels and attractions are accessible. After all, holidays are meant to be fun!

That's why we've developed this guide containing places to stay and visit that have all worked through VisitEngland's rigorous Access For All process. This process ensures that:

- Key members of staff have completed disability awareness training, helping to ensure you receive a warm welcome and your needs are met.
- Hotels have been assessed under the National Accessible Scheme and awarded the appropriate ratings for mobility, hearing and visual impairments.
- Attractions and other venues have received an audit from a professional tourism access advisor and are working through plans to improve their accessibility.

- All venues have received a mystery visit from individuals with access needs.

- All venues have an access statement available on their website giving detailed information on their accessibility.

We've also teamed up with the Disabled Persons Railcard to bring you all the information you need should you wish to travel to your holiday destination by train.

We appreciate that everyone's access needs are different, so whilst we can't guarantee that every venue listed in this guide will meet your individual needs, we hope this provides a good starting point for researching your next holiday.

When in doubt, we would advise checking with the individual business or attraction before booking.

To find out more go to **[VisitEngland.com/accessforall](https://www.visitengland.com/accessforall)**

About NewcastleGateshead

United by seven bridges, Newcastle (on the north bank of the River Tyne) and Gateshead (on the south bank) form a single diverse and vibrant destination.

World-class culture, eclectic nightlife, award-winning dining, inspiring heritage and acclaimed architecture are linked here, as nowhere else, by the famous Geordie spirit, symbolised by Antony Gormley's iconic Angel of the North, which welcomes travellers to the area.

With fantastic shopping provided by intu Eldon Square, one of the UK's largest city centre shopping complexes, and

Gateshead's intu Metrocentre, Europe's largest indoor shopping and leisure centre, you'll have trouble deciding where to start!

The Quayside is a spectacular area day and night with the iconic Gateshead Millennium Bridge. BALTIC Centre for Contemporary Art is an art-lover's dream, whilst Newcastle's array of riverside bars, pubs, clubs and restaurants, paired with Sage Gateshead's diverse programme of musical events, ensure you'll be well catered for all day and all night.

To find out more visit www.newcastlegateshead.com/accessibility



Places to go

Sage Gateshead

Sage Gateshead is one of the world's premier music venues. Situated on the south bank of the River Tyne, this iconic attraction is right in the heart of NewcastleGateshead and is a popular destination for visitors.

The 'Access for All' award-winning venue offers musical performances for all tastes, with several concerts throughout the day. If you're left feeling inspired, adults and children of all ages and abilities have the opportunity to become involved in extensive music programmes.

The venue also has a café and bar featuring stunning

panoramic views across the Quayside, as well as a brasserie for more formal dining, all offering a delicious array of food and drink.

Sage Gateshead's extensive accessibility facilities include level access throughout, free Blue Badge parking, hearing loop systems, 35 accessible toilets and monitored light levels in all areas to assist those with visual impairment.

Tel 0191 443 4666
www.sagegateshead.com



Places to go

intu Metrocentre

Geordies are a fashion-savvy lot, that's why they've got the largest shopping and leisure centre in Europe! intu Metrocentre is packed full of the biggest brands, ranging from major department stores to niche boutiques, as well as restaurants, cinemas and fun activities for all the family.

Located by the A1 west of Gateshead, organising your arrival couldn't be easier with designated car parking spaces for Blue Badge holders, a public transport interchange, Metrocentre train station and coach park.

The centre offers a range of services to ensure access for all with Shopmobility, offering electric scooters, wheelchairs and assisted changing facilities. Wheelchair hire is free of charge and scooter hire for non-members is just £4.00. There is a Changing Places facility with track hoist, shower and Lima lift toilet located on the Upper Red Mall near Debenhams.

Tel 0191 493 0200

www.intumetrocentre.co.uk



Places to go

Fat Buddha

With all the activities on offer you mustn't forget to eat! When you do, we'd recommend multi-award-winning Fat Buddha Asian Bar & Kitchen.

Their "Asian Fusion" menu brings a host of ingredients, flavours and preparation methods from China, Malaysia, Thailand, Japan, Korea and Hong Kong. This impressively spacious restaurant seats up to 350 diners, yet still manages to retain intimacy through soft lighting, delicate furnishings and modern décor.

Situated slap bang in the centre of town, Fat Buddha is close to

multiple car parks that include Blue Badge holder spaces.

The ground floor of the two-tiered restaurant is easily accessible and includes fully equipped accessible toilet facilities.

Tel 0191 261 1066

www.fatbuddhanewcastle.com



Places to go

intu Eldon Square

If you've got a passion for fashion, you can fulfil all your retail needs at intu Eldon Square. Just a stone's throw away from Monument Metro station, it offers an incredible range of shopping opportunities.

Brands include Debenhams, Fenwick, John Lewis, Marks & Spencer, Apple, Guess and Hollister, as well as the flagship stores of New Look, River Island and Topshop. intu Eldon Square also offers a huge variety of restaurants and coffee shops.

Access couldn't be easier, with both main entrances situated on street level and wheelchair

accessible lifts throughout. The car park opposite also provides spaces for Blue Badge holders.

A number of wheelchairs are available free of charge from the Customer Services Desk within intu Eldon Square, whilst a Shopmobility scheme runs throughout Newcastle city centre. Assistance dogs are also very welcome.

Tel 0191 261 1891
www.intu.co.uk/eldonsquare



Places to go

BALTIC Centre for Contemporary Art

We all need a little culture in our lives and BALTIC, which is housed in a landmark industrial building on the south bank of the River Tyne, can give you that in spades!

As a major international centre for contemporary art, BALTIC sets itself apart by displaying an ever-changing programme of exhibitions from established regional, national and international contemporary artists. It also offers seminars, courses and workshops, guided tours, social events and a range of free teen and family activities.

All four of the gallery spaces are accessible and the centre also offers walking stick stools, mobility scooters, large print information, subtitles on selected BALTIC films and sensory equipment. Assistance dogs are also more than welcome.

BALTIC is open 7 days a week all year round except Christmas Day, Boxing Day and New Year's Day. Admission is free.

Tel 0191 478 1810
www.balticmill.com



Places to stay

Hilton Newcastle Gateshead

The Hilton Newcastle Gateshead is an award-winning deluxe hotel located on the historic Quayside with spectacular views over the River Tyne.

Situated a short distance from the city centre, the hotel is the perfect base for visitors.

Hotel facilities include the Tyne Lounge & Bar, the Windows on the Tyne Restaurant, health club, gym and a 15m indoor swimming pool. All of the facilities are access friendly and include accessible parking bays, lifts and a hoist for the pool. There are twelve accessible rooms, made up of nine

Standard and three Executive Guest Rooms. The Executive rooms include access to a private lounge with complimentary refreshments and a panoramic view of the city.

All accessible rooms have vibrating pillows and disabled guests can tailor a Personal Emergency Evacuation Plan.

Tel 0191 490 9700
www.hilton.com



How to get there

Nearest accessible National Rail station: Newcastle

- Advance Single tickets from London by train from £16.85 (or £11.15 with a Railcard)
- Advance Single tickets from Manchester by train from £15.00 (or £9.90 with a Railcard)

Check out the latest offers from all of Britain's train companies at nationalrail.co.uk, and use the Cheapest Fare Finder tool to find the best value fare for you.

Save 1/3 on rail fares with a Disabled Persons Railcard

A Disabled Persons Railcard allows you - and one adult travelling with you - to get 1/3 off most rail fares throughout Great Britain. You may qualify if you have a disability that makes travelling by train difficult. Visit disabledpersons-railcard.co.uk, pick up a leaflet from a National Rail station, or call **0845 605 0525**.

Passenger Assist is a service provided by train companies to those who require assistance with any part of their train journey. Staff can help plan your journey, book tickets and make reservations; they can also assist at stations, with anything from boarding and alighting trains, changing platforms to finding your seat.

To book assistance call National Rail Enquiries on **08457 48 49 50** who will connect you to the correct train company Passenger Assistance team on your route.



Disabled Persons Railcard

National Accessible Scheme

Hotels that display one or more of the logos shown below have been independently assessed against demanding criteria.



Older and less mobile guests

If you can climb a flight of stairs, but banisters or grip handles would make it easier.



Part-time wheelchair users

If you have problems walking or can walk a maximum of 3 steps, or need to use a wheelchair some of the time.



Guests with hearing loss

If you have a slight hearing difficulty, are deaf, wear a hearing aid or have hearing loss.



Visually impaired guests

If you have difficulty reading small print, are registered blind, have poor sight or a visual impairment.

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Word document and audio formats at
[VisitEngland.com/accessforall](https://www.visitengland.com/accessforall)**

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