



### **Access Information for Welney Wetland Centre**

Welney Wetland Centre offers an excellent day out for people of all ages and abilities. The following information provides details of the facilities that we have to offer our customers.

We hope that this information will enable all of our visitors to get the most from their visit. If you should experience any difficulties during your visit then please inform a member of our staff.

### **Getting to Welney Wetland Centre**

Unfortunately, there are no bus services to the Welney Wetland Centre. The nearest mainline train station is Littleport, approximately 5 miles south of us.

By car, Welney Wetland Centre is located 12 miles north of Ely, 26 miles north of Cambridge and 33 miles east of Peterborough. It is 2 miles south of Welney village turning off the A1101 at the New Bedford Suspension Bridge, signposted Ten Mile Bank. From all directions there are brown tourist signs.

The car park is gravel and contains approximately 100 parking bays including disabled bays. There is also an area at the far side of the car park set aside for coaches. There are tarmac footpaths from the car park to the Visitor Centre.

It is permitted to drop passengers off at the front of the Visitor Centre but vehicle owners are requested to then park in the main car park as this area is also used for delivery lorries.

A cycle rack is available for use at the front of the Visitor Centre. Welney Wetland Centre is on the Sustrans Route.

Occasionally, the A1101 between Welney village and Suspension Bridge floods and is closed to cars. Under such circumstances, access to WWT Welney is always possible from Ely or Downham Market, off the A10.

### **Admission Charges**

Visitors with disabilities are charged the appropriate rate for their age and circumstances and whether they are part of an organized group visit (12 people or more are eligible for discount, booking essential). Carers are offered free admission when assisting a visitor with disabilities.

The Wildfowl & Wetlands Trust is a membership organization with members receiving free admission to all nine Wetland Centres in the UK. For further details visit [www.wwt.org.uk](http://www.wwt.org.uk) or ask a member of staff.

### **Getting Around**

The Visitor Centre is a large 3 storey building with access throughout – there is a lift from the ground floor (entrance area, fenland worlds exhibition and education pond room) to the first floor (toilets, café, gallery and shop) and from the first floor there is another lift to take you to the Bridge level.

The bridge will take you over to the Reserve where there are ramps to the Main Observatory and a ramp to the tarmac pathway that gives access to other hides. Some hides do not have tarmac ramps and are therefore inaccessible to wheelchair users. The Main Observatory and some hides have wheelchair accessible windows. The Main Observatory is heated in the winter for birdwatching and swan feeds.

The terrain on the Reserve is flat. However, the Reedbed Walk and Summer Walk are mown grass pathways only. These may be accessible by manual wheelchairs with assistance but would not recommend for electric wheelchairs.

### **Wheelchairs**

The Visitor Centre has a small number of manual wheelchairs available on free loan. The Centre also has an electric scooter available on free loan. If you wish to borrow the electric scooter, to avoid disappointment as it may already be loaned out, it is recommended that this is booked by telephone prior to your visit. A short induction programme is given to every new user.

### **Seating**

The Visitor Centre has plenty of seating in the Wigeon Café and Veranda. There are also seats in Fenland World and the Pond Room. None of the seating is fixed. Seating in the café and fixtures in the shop are positioned in order to allow full access to wheelchair users. However, if you find you are having difficulties, please speak to a member of staff.

Throughout the Reserve there are benches and seats available to our customers.

### **Dogs**

Assistance Dogs/Guide Dogs are welcome. Please ask if you require a bowl of water for your dog. No other dogs are allowed access to the Visitor Centre or Reserve.

### **Induction Loops**

The Centre has induction loops fitted in the Wigeon Café Goodwin Room (small meeting room) and also in the main observatory.

### **Guided Tours**

Guided tours of the Visitor Centre can be provided for groups and also Warden-led Reserve tours are available. These must be booked in advance.

### **Leaflets and Map**

The Centre leaflet and guide map (both are free literature available from admissions or the gift shop) give basic information about the centre and Reserve and contain a basic map. Similar details are available on our website [www.wwt.org.uk/welney](http://www.wwt.org.uk/welney).

### **Toilet and Baby Changing Facilities**

There are male and female toilets on the ground floor reception area together with a disabled toilet with baby-changing facilities. The same facilities are also available on the first floor. There are no toilet facilities on the Reserve.

### **Fire Alarm**

The Visitor Centre is fitted with smoke and heat detectors linked to the alarm system together with push alarm points at wheelchair level. If the fire alarm should activate, you will be moved to a safe area by a member of staff. The Centre also has an EvacuSafe chair to assist with safe evacuation down stairways.

### **Wigeon Café**

The Wigeon Café is in the Visitor Centre on the first floor. Opening times are 9.30am to 4.30pm (summer) and 10am to 4.30pm Monday to Wednesday and 10am to 6.30pm Thursday to Sunday (winter).

Service is from a tray counter. Visitors requiring assistance to carry trays of food and drink to a table should ask a member of our staff.

There are always vegetarian options for lunch. Should you have special dietary requirements, then please call in advance to speak to our Catering team on 01353 860711.

Staff in both the café and shop are happy to assist by reading our menus or labels and describing or locating products for those visitors with visual impairments.