



giving
nature
a home

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors.

Access Statement for RSPB Conwy nature reserve

Introduction

The reserve is situated on the east bank of the Conwy estuary, offering fantastic views across the river to Snowdonia's mountains. It is approached down a steep sliproad from the A55 and has a large car park with marked spaces for Blue Badge holders.

All the buildings are on one level, and the trails are level too, with just three gentle slopes, of which there is an alternative route around one. A network of trails meanders through wetland, grass and scrubland to the edge of the estuary, in a circular walk that returns to the car park and Visitor Centre. This takes anything between one and two hours to complete, but there are shorter loops.

A toilet designed for wheelchair users is in the coffee shop, and a manual wheelchair can be borrowed from the Visitor Centre. Our staff and volunteers are only too happy to help and advise you, recommended by the authors of A Rough Guide to Accessible Britain.

Further details about the reserve and what you can see and do can be found on our website <http://www.rspb.org.uk/conwy>

We look forward to welcoming you. If you have any queries or require any assistance please phone 01492 584091 or email conwy@rspb.org.uk.

Pre-Arrival

- For a map and directions of how to reach us please see the 'Plan a visit' section on our website, which has a link for sat navs. Alternatively, you can plan your journey by public transport or car using www.transportdirect.info; simply enter your postcode and ours, which is LL31 9XZ, to get directions.
- The nearest railway station is Llandudno Junction, less than a mile (1 km) away. There is a taxi company (Rogers) at the station: 01492 572224.
- The nearest bus stop is at Tesco, about 500 metres away from the reserve entrance. Many other buses stop nearby in Llandudno Junction (number 5, 9, 14, 15, 19 and 84).
- The quickest route from Llandudno Junction (less than a mile/1 km from the rail station) is to follow Conway Road to the 'Weekly News' roundabout. Turn left over the road bridge (Ffordd 6G). The road goes past Tesco and a cinema complex to the large roundabout over the A55. The reserve is on the south side of the roundabout and is clearly signposted. However, the main road outside the reserve has no pavement and is not suitable for wheelchairs or pushchairs.
- A more enjoyable, but slightly longer walk, is just over a mile. From Conway Road, travel west to the 'Weekly News' roundabout and cross Ffordd 6G and then cross Conwy Road to reach the north side of the bridge. Travel west towards Conwy and at the start of the gardens, drop to your right and loop back beneath Conwy Road through an underpass. Then it's over the footbridge and follow the estuary track for half a mile until you get to the reserve car park. This path is even and a mix of tarmac and rolled aggregate.
- The Visitor Centre is open 9.30am-5pm every day; the coffee shop is open from 10 am-4.30 pm every day. The trails are open daily from sunrise to sunset. The reserve is closed on Christmas Day.
- Entry to the reserve is free for RSPB members and for carers visiting with another person. Trail charges: £3 adult, £2 concessionary, £1.50 child, or £6.50 for a family (two adults and

up to three children). There is no charge to visit the shop and coffee shop.

- We welcome registered assistance dogs (please do not be offended if we ask for evidence of registration). A water bowl is available at the entrance for dogs.

Car Parking Facilities and Arrival



Blue-Badge parking spaces are in front of the Visitor Centre, with a 1:12 gradient or

- There are 8 Blue Badge parking spaces (each 2.85m wide with extra space to open car doors). These have a tarmac surface and are situated within 20 m of the Visitor Centre entrance.
- The car park, with approximately 100 spaces, is adjacent to the Visitor Centre and a short walk to the entrance. There is no charge for parking. The car park is locked at 5 pm.
- The driving routes within the car park are tarmac; aside from the blue badge spaces, the parking bays are loose gravel. The car park is not lit.
- A footpath runs the length of the car park. This is 1500mm wide and surfaced with slate chippings.
- There is a drop off point immediately outside the Visitor Centre.
- There are two steps leading to the Visitor Centre entrance, with handrails on both sides.
- There is an alternative ramp, gradient 1 in 12, with a handrail on one side.

- The door to the Visitor Centre is manual, 1085mm wide, which opens outward. The door is quite heavy, but a volunteer or member of staff is always on hand to assist. There is a 10 mm threshold.

Visitor Centre



Our Visitor Centre and gift shop is well-lit, and staff and volunteers are able to help with

- The Visitor Centre is on one level, with step-free entry and exit. The Visitor Centre is on one level, with step-free entry and exit. There are maps and visitor information in the porch and in the reception area, which is a minimum of 12 pt in sanserif fonts, with good colour contrast. A touchscreen display is available to provide more information.
- The floor surface is non-slip vinyl.
- There are two seats in the reception area, both without arms.
- There is a lowered section of the service counter.
- The area is evenly and well lit with overhead lighting from ceiling tubes and spotlights.
- Staff and volunteers can give assistance and read out any literature if required.
- A wheelchair can be borrowed for use on the reserve. This is free, but cannot be pre-booked. Please enquire in the Visitor Centre.

- Binoculars are available for hire. (£3).
- There are a variety of events and activities available throughout the year. These are listed on our website, but please ask staff for more details, including accessibility. The reserve can organise visits for groups with disabilities.

Nature Trails



Our wooden boardwalk, with anti-slip treads, takes you through the reeds, which

- The reserve has a mix of different types of paths that are both flat and undulating where walks can be enjoyed. All trails are clearly signposted.
- Information boards giving details of the wildlife, local history and the landscape are available along the trail. These vary in size but all have large print and illustrations. Some – mostly designed for children - are at ground level, and for some, it is necessary to lift a rubber cover to reveal information.
- At weekends, volunteer wildlife guides may be on hand to help with information.
- A map of the trails, with accessible routes shown, is available at the reception desk or alternatively can be downloaded from <http://www.rspb.org.uk/conwy>

Three trails can be followed:

- The Blue Tit Trail
 - 500m/600 yds, which takes 10-20 minutes to complete. There are three bench seats along this Trail, all with back support.
 - It is mostly flat with a rolled slate and wooden boardwalk surface; there are no gates or stiles. The boardwalk is 1500mm wide and has anti-slip properties. There is a slope (1:35) to access the boardwalk at one end, but it can be approached on the level from the other. There is enough space along most routes for two wheelchairs to pass, except along the boardwalk where there are three passing places. At the end of the boardwalk there is sufficient space for a wheelchair to turn.

- The Redshank Trail
 - an additional 800m/880 yards beyond the Blue Tit Trail (creating a circuit of 1.3km/0.8 miles), which takes 30-40 minutes to complete. There are three bench seats with back support and a picnic table along this trail.
 - The trail is flat with a rolled slate surface and one wooden bridge with anti-slip properties; there are two gates and no stiles. There is enough space along most routes for two wheelchairs to pass except for a short stretch across and adjacent to the bridge.

- The Grey Heron Trail
 - An additional 2 km/1.25 miles beyond the Redshank Trail (creating a circuit of 3 km/1.8 miles). It takes between 1 and 1.5 hours to complete. There are nine bench seats along this trail, all with back supports.
 - It is unsurfaced, mostly compacted clay and gravel that can become muddy and potholed in places following rain. Most of

the trail is flat, but there is a 1:24 slope of rough gravel that connects the trail to the car park. There are two gates and no stiles. There is enough space along most routes for two wheelchairs to pass.

- There is an alternative trail known as the Ganol Trail (500 metres, 600 yards) that is undulating with an earth/grass surface. It has one bench seat with a back support, no stiles and no gates. It is not recommended for wheelchair users following wet weather. A new section of trail leading off this alternative route leads to the Vardre Viewpoint; this trail is compacted slate and includes a slight incline.

Viewing Facilities



The Tal-y-fan Hide on the Redshank Trail is approached by an even footpath and

- Adjacent to Y Maes (see below) and the Coffee Shop is *The LookOut*, built of straw bales. This has level access from the blockwork surface through double doors (each 0.95 metre wide), which open outward with a lever handle. Large windows start 650 mm above floor level, with lightweight wooden seating that can be moved easily to accommodate 10 or more wheelchairs. There is ample room for a large wheelchair to manoeuvre and turn.
- There are three viewing hides (with adjacent viewing screens) and four stand-alone viewing screens around the trails. The

hides are open 9.30 am – 4.30 pm; the doors to each are between 790 mm and 890 mm wide, opening inward with a lever handle.

- - Blue tit Trail: a covered wooden viewing screen on the boardwalk provides views over the shallow lagoon, with viewing slots at 935mm, 1330mm and 1400mm above floor level; there is no seating at the screen.
- - Redshank Trail: There are two viewing hides, each with level access over a small threshold and a floor of non-slip vinyl. Windows are 940mm above floor level (with space for four wheelchairs) in the Carneddau Hide hide; some can be lifted open and secured with a latch, though this is not easy from a seated position. Windows are 710mm above floor level in the Tal-y-fan Hide, ideal for children. Seating in these hides is plastic chairs, either 690mm or 750mm above floor level, which can be moved to any position. Information is displayed on the inside walls of the hide, in clear print, most of which is non-reflective. Adjacent to the hides are viewing screens with unglazed slots, the lowest of which varies between 810mm and 930mm above ground level.
- - Grey Heron Trail: There is one hide on this trail (Benarth), approached up a 1:24 gradient with a low threshold. The flooring is non-slip vinyl. Windows are 1040mm above floor level, some of which can be lifted open and secured with a latch, though this is not easy from a seated position. There is space for two wheelchairs. Seating in these hides is wooden benches, 550mm above floor level, which can be moved. Information is displayed on the inside walls of the hide, in clear print, most of which is non-reflective. Adjacent to the hides are viewing screens with unglazed slots, the lowest of which is 920mm above floor level.

There are also three wooden viewing screens on the Grey Heron Trail:

(1) the Vardre Viewpoint is approached along a 1:15 gradient (from the Ganol Trail, which can be muddy following rain), a path made of compact slate with a passing place. There is a lightweight gate to access the viewing screen. There is a

choice of unglazed viewing slots, the lowest being 700 mm above ground level.

(2) the Foel Fras screen is approached up a 1:18 gradient and has unglazed viewing slots at a variety of heights, the lowest being 760mm above floor level.

(3) The Ynys screen has a soft, sandy surface and the lowest viewing slot is 1100mm above floor level.

There is currently no information on these screens.

Public Toilets

- Public toilets are accessed from the back of the coffee shop by three wooden steps with non-slip boarding. The floor is non-slip vinyl, and the entrance to each cubicle is 540mm wide.
- A unisex accessible toilet within the coffee shop, open to all has the following features:
 - A light, easy-open door 930mm wide.
 - 1000mm transfer space to the right of the toilet, when facing the toilet.
 - Toilet height is 440mm.
 - Horizontal rail on the side wall adjacent to the toilet, with a pull-down horizontal rail on the opposite side.
 - An emergency alarm button.
 - Well lit with fluorescent tube overhead lighting.
 - Non-slip vinyl flooring.
 - Lever taps on the sink.
 - There is a baby changing facility that is accessible from a seated position and is designed to be easy to open and close

Catering



The tables and chairs in the coffee shop can be moved to create more space. Please

- The coffee shop is in a building 30 metres beyond the Visitor Centre, accessed along a tarmac path.
- The coffee shop is on a single level; entrance doors are 1705mm wide, but a second door can be opened to create an entrance 3400mm wide.
- A hearing loop is available at the serving counter.
- Tables in the coffee shop are well spaced apart, with a clear height from the floor of 720 mm. These can be moved to create more space – please ask one of our staff. All the chairs are without arms. There are two low sofas with an adjacent low-level table.
- A breakfast bar runs along one side of the coffee shop, which is 1105 mm clear height from the floor, with high-chairs available.
- Lighting in all areas is natural daylight supplemented by overhead lighting.
- The flooring in the coffee shop is vinyl.
- Where possible all our food produce is locally sourced. Smaller portions are available and we do our best to cater for any dietary requirements, e.g. gluten-free cakes; please contact us in advance to check any queries you may have.

- The coffee shop is self-service; however, staff can assist on request.
- The menu is on boards above the service counter. Specials of the day are shown on an adjacent whiteboard. Staff can assist by running through menus with you.
- Crockery is colour contrasted with the table. All the cutlery has large handles.
- A toilet equipped for use by wheelchair-users is within the coffee shop; changing facilities for babies are also available here that can be used from a seated position.
- Several telescopes are available for use by visitors, set at different heights. The eyepiece on the lowest of these is 820mm above the floor.

Shop

- There is a shop with a range of gifts, binoculars, bird food and books in the Visitor Centre. It is on one level, with step-free entry and exit, and the floor surface is non-slip vinyl.
- There is ample room within the shop for a large wheelchair/pushchair to manoeuvre and turn.
- There is a lowered section of the service counter. A hearing loop is available at the counter.
- The area is evenly and well lit with overhead lighting from ceiling tubes and spotlights.
- There are some tall racks and deep food bins that may not be accessible from a seated position. Staff and volunteers can provide assistance, and can read out any literature if required

Education Centre / Classrooms

- The classroom is situated at the back of the Visitor Centre with level entry from the outside. Non-slip decking boards are outside the entrance, with a threshold (15 mm high) from two sides.
- There are easy to open manual doors, each 1040mm wide.
- There is step free, level access throughout.
- Furniture can be re-arranged giving ample room within the classroom for a large wheelchair to manoeuvre and turn.
- The floor surface is non-slip vinyl.
- The area is evenly and well lit with fluorescent tube overhead lighting.

Picnic Area and Playspace

- Y Maes is the landscaped area between the Visitor Centre and the Coffee Shop. It includes an events area, picnic area, play area and paths.
- Paths are made of rolled aggregate and blockwork paving, there are also grass areas.
- There are around 10 picnic tables spread around Y Maes, on the grassy area between the Visitor Centre and the coffee shop. Each has a space for a wheelchair user.
- The play area includes upright stepping logs and two wooden climbing frames, one designed for children under 6. The surface beneath these is play sand. A grass covered earth mound monster (Tegi) is designed for play, with a gravel approach, steep earth slopes and inset stones.
- The grassed area in the centre includes a tunnel 1400mm in diameter, with a flat surface designed to be suitable for wheelchairs.
- A raised viewing area in the centre can be accessed either via 17 steps, up a steep grass slope or along a surfaced path (gradient 1:20) edged with wooden logs and kick-rails

- There is one other picnic table, with space for a wheelchair user, on the Redshank Trail, approximately 350 m/370 yds from the Visitor Centre.
- Light refreshments, cakes and drinks are available from the coffee shop, however visitors are free to bring their own refreshments with them for picnics.

Contact Information

Address (Inc postcode): RSPB Conwy nature reserve Llandudno
Junction LL31 9XZ

Telephone: 01492 584091

Email: conwy@rspb.org.uk

Website: <http://www.rspb.org.uk/conwy>

Grid Reference: SH 797 773

Hours Of Operation: 9.30 am - 5 pm (coffee shop 10 am-4 pm, or
4.30 pm during British Summer Time)

Local Accessible Taxi: Rogers (at Llandudno Junction rail station)
01492 572224.

Local Public Transport: Traveline 0871 200 22 33 or
www.transportdirect.info